



CR System and Dry Imaging Services

For customers seeking value in their CR and dry imager service, MEDRAD MVS offers a best in industry solution with MEDRAD-caliber service for CR and dry imager systems at a significant cost advantage to the OEM.

MEDRAD-caliber service means...

Capabilities

A complete field-based service solution

MVS has the resources and knowledge to fully support your imager and CR needs

- Capabilities on over 20 dry imager models...
 - Carestream®, Fuji® and Agfa®
- and over 20 CR models
 - Fuji® and Agfa®
- CR Cassette repair and Plate replacement service
- Full interface device support, including end-of-life units
- On-site de-install and re-install services
- Networking and connectivity support services
- Disaster Recovery / Backup support services

With the value that you expect from MEDRAD MVS

Enabling the value and premium service that other providers struggle to match

- MEDRAD MVS maintains service as a core competency
 - Experience in delivering service enables efficiencies
 - Shared resources keep MEDRAD's costs low and allows us to pass the savings on to you
- Mobile inventory reduces wasted time and repeat visits
 - 99% first time fix rate

Quality

Premium quality solutions you can trust

You can be confident that the MVS solution will exceed your expectations. Every time!

- MEDRAD MVS service representatives are trained to the standards and certifications you would expect from the OEM
- Only OEM approved or OEM equivalent replacement parts are used
- 90 day warranty on all repairs

From one of the most recognized leaders in imaging

MEDRAD's widely recognized quality is now available on non-MEDRAD CR and dry imager products

- Service Leader of the Year Award 2008
- Industry Week Best Plant Award 2007
- Association for Manufacturing Excellence (AME) Manufacturing Excellence and Continuous Improvement Award 2008

Customer Care

Fast response and timely resolutions

Resources and experience have established MEDRAD's reputation as a dependable medical equipment service provider

- Central dispatching, which enables a guaranteed response time
 - 30 minute phone response time
 - On-site within 8 business hours, guaranteed
- Dedicated sales and customer care team ready to help
 - 20+ MVS Field-Based & Inside Sales Service specialists
 - 50+ Customer Care & Support specialists
- Proper service documentation provided on every visit
- No-charge technical support
- Round the clock coverage provides contact with a live person when you need it most
 - 8 a.m. to 6 p.m. (EST/EDT) full staff support in US and Canada
 - 800-MEDRAD-S
 - 24/7 accessibility

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