

MEDRAD Service

Announcing new
comprehensive service
solutions for all your
Cardiovascular and
Angiography systems...



**MEDRAD Selected
2008 Service Leader
of the Year by
Worldwide Business
Research**

*MEDRAD Avanta[®] Fluid
Management System*

Contact: 1-800-MEDRAD-7 (1-800-633-7237) or
InsideSales@medrad.com



Mark V ProVis[®] Injection System



AngioJet[®] Thrombectomy System



Mark V Plus[™] Injection System



MEDRAD Service provides the appropriate service solutions customized to your needs and budget.

Multiple programs ensure that your MEDRAD service option delivers the value you expect.

DID YOU KNOW...

MEDRAD offers:

- Uptime Guarantees
- Full Service Coverage
- After Hours Coverage
- MEDRAD Engineered Predictive Maintenance (PM)
- Travel, Labor, and Parts Support
- Mobile Field Inventory
- 24 x 7 Technical Assistance Phone Support
- Dedicated Installation Coordinators

For a MEDRAD Service Solution to meet your needs...

Contact: 1-800-MEDRAD-S (1-800-633-7237) or InsideSales@medrad.com

MEDRAD Interventional™/Possis® Service Programs Available:	DirectCARE™ Ultimate +	DirectCARE™ Standard	DirectCARE™ Basic	PartnerCARE™ Plus +	SelectCARE™ Comprehensive	SelectCARE™ Calibration Only +
Features Included:						
Hardware and/or Software Updates	x	x	x	x	x	
Corrective Maintenance	x	x	x	Additional charges apply for corrective maintenance with these service options. Current T & M rates apply.		
% Uptime Guarantee	99% Uptime	97% Uptime				
Local Travel Rates apply for after hour EMC's	x	x				
After Hours Predictive Maintenance (PM) HOURS: 6am-11pm (Monday-Friday)	x	x				
Standard Predictive Maintenance (PM) HOURS: 8am-5pm (Monday-Friday)			x	x	x	Calibration hours 8-5 M-F
Extended EMC HOURS (Level 2): 6am-9pm (Monday-Friday) & 8am-5pm (Saturday-Sunday)	x					
Standard EMC HOURS: 8am-5pm (Monday-Friday)		x	x			
Full Service Warranty for Term of Agreement - Labor, Travel and Parts	x	x	x	Full parts coverage & 10% off labor		
24 x 7 Technical Assistance	x	x	x	x	x	x
Number of Predictive Maintenance (PMs) per contract year with full warranty, unless otherwise noted.	2	1	1	1 w/ 90 day warranty	1 w/ 90 day warranty	
Calibration Certification	x	x	x	x	x	x
First Look Support				x		

* Program not available for AngioJet®. Additional PartnerCARE programs are available by contacting Inside Sales at 1-800-633-7237.

MEDRAD reserves the right to modify the specifications and features described herein, or discontinue manufacture of the product described at any time without prior notice or obligation. Please contact your authorized MEDRAD representative for the most current information.

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