

Meeting your needs for quality service

MEDRAD SVC



Global Service Solutions:

DirectCARE™ **PartnerCARE™** **SelectCARE™**

Considerations for your maintenance plan...

- Equipment criticality
- Calibration accuracy
- Tolerance for downtime
- Response time requirements
- Recovery time requirements
- Impact on patient and staff scheduling
- Patient and user safety
- Maximizing performance and product life cycle value

MEDRAD Service will address your needs...

- MEDRAD Engineered Predictive Maintenance™
- Uptime Guarantee
- Current ISO Certification
- Mobile parts inventory
- Central call dispatching
- 24x7 technical assistance
- Extended coverage hours
- Training and replacement part programs
- Comprehensive pricing

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

Contact your MEDRAD Inside Sales Representative at 1-800-MEDRAD-1 or
Visit us at www.medrad.com/servicesupport/

MEDRAD®
Performance. For life.™

"MEDRAD responds promptly and is knowledgeable and proactive in resolving my issues and problems."



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MEDRAD Service will meet your needs with solutions to maximize reliability, uptime, safety, and patient throughput. Our flexible Service Solutions offer comprehensive and customized programs to fit your maintenance plan requirements. From multiple options within our **DirectCARE**, **PartnerCARE**, and **SelectCARE** programs, choose the one that meets your needs.

MEDRAD Global Service Solutions

1-800-MEDRAD-1

DirectCARE™ Comprehensive On-site Service

- MEDRAD Engineered Predictive Maintenance™
- Hardware and Software performance updates
- Corrective maintenance including travel, labor and replacement parts
- Extended PM and Emergency service coverage hours
- Uptime guarantee
- 24x7 technical assistance

MEDRAD Field Service Engineers, Technical Assistance Center and Mobile Parts inventory support your full Service needs.

PartnerCARE™ Choices to Complement In-house Capabilities

- MEDRAD Engineered Predictive Maintenance™
- Hardware and Software performance updates
- Training and parts support
- 24x7 Technical Assistance

MEDRAD Training, PM and replacement part coverage offer flexibility to support in-house service delivery.

SelectCARE™ Options to build customized Service Solutions

- MEDRAD ENGINEERED Predictive Maintenance™
- Calibration options
- Corrective maintenance coverage
- Travel, labor and replacement parts support
- Extended coverage hours

Choose to enhance existing programs or customize your service solution.