



With MEDRAD® you do not have to sacrifice quality in order to achieve speed or value. You can now have quality, speed, and value from one vendor.

CHOOSE MEDRAD.

Services available on all major brands of **CR systems** and **dry imagers** in the U.S. including:

- Full Service Programs
- Preventive Maintenance
- Time and material service
- Disaster recovery and back-up on CRs
- Installation & de-installation
- Free technical support and phone triage
- On-site documentation and service history
- Support of legacy equipment

For Imaging Product Services please contact your Service Representative for more information at 1-800-MEDRAD-1 or visit us at www.medrad.com/service-support/imaging-services

MEDRAD, INC.
One Medrad Drive
Indianola, PA 15051-0780 U.S.A.
Telephone: (412) 767-2400
1-800-633-7231
Fax: (412) 767-4120

MEDRAD /
Service™

www.medrad.com/service-support/imaging-services

MEDRAD and MVS MultiVendorService are federally registered trademarks, and Performance. For life., MEDRAD Service, SelectCARE, and DirectCARE are trademarks of MEDRAD, INC. U.S.A.

Carestream/Kodak, DryView, AGFA, DRYSTAR, Fuji, and SmartCR are registered marks to their respective owners and are used herein solely to inform as to the scope of the services offered by MEDRAD. MEDRAD is an independent contractor and no relationship with Carestream/Kodak, Fuji, and AGFA should be inferred or implied.

© 2010 MEDRAD, INC. All Rights Reserved.

pick ~~two.~~
three

- quality
- speed
- value



COMPUTED RADIOGRAPHY SYSTEMS/DRY IMAGERS

MEDRAD /
Service™

QUALITY.

Premium quality solutions you can trust

- All Service Representatives are trained to OEM standards
- OEM or equivalent parts are always used
- 90 day warranty on all repairs
- Proper service documentation provided on every call

From one of the most recognized leaders in imaging

- Industry Week Best Plant Award 2007
- Service Leader of the Year Award 2008



MEDRAD's award-winning service gets you back up and running fast with customized solutions to fit your budget.

SPEED.

Fast response and timely solutions

- 99% first time fix rate
- Call acknowledgement within 30 minutes
- Guaranteed on-site within 8 business hours
- Centralized customer assistance 24 x 7
- Extended coverage hours available

VALUE.

A complete field-based service solution

- Capabilities on over 20 dry imager models and on over 20 CR models
- CR cassette repair and plate replacement service
- Disaster recovery / Back-up support services

With the value you expect from MEDRAD MVS MultiVendorService®

- Support of the Carestream™ Pacslink 9410™ and AGFA™ QS workstation—decrease need to upgrade
- Bundle Imager Product Services with other MEDRAD Service programs for added savings

