

"The Clinical Advantage"™

BIODEX MULTI-JOINT SYSTEMS **SERVICE PLANS**



Protect your investment

- Eliminate the risk of unanticipated repair costs.
- Maintain optimal performance in terms of accuracy, reliability, and ease of use.
- Minimize downtime by providing preventive maintenance to reduce the likelihood of failures and maximize the system's service life.
- Keep up with the latest advances in clinical applications.
- Ensure patient safety by keeping all safeguards functioning as designed.
- Receive software and reliability upgrades.
- Receive technical, clinical and marketing support from an industry leader.



BIODEX

www.biodex.com

1-800-224-6339

Int'l 631-924-9000

Biodex Multi-Joint Systems

Service Plans

Biodex Multi-Joint Systems

A service plan is recommended...

The Biodex Multi-Joint System is designed to provide the highest level of effectiveness and safety in assessing and treating neuromuscular impairments. But, like any sophisticated electromechanical system, it will not function flawlessly forever. Parts wear... lubricants dry out. Even components of the highest quality inevitably fail over time.

The original warranty covers most system components for one year. Beyond that, a service plan is recommended to assure that your Multi-Joint System's original levels of performance and safety are maintained with minimal interruption over the entire lifespan of the equipment. You put your trust in Biodex when you purchased the Multi-Joint System, you can trust us to help you protect that investment for years to come.

We designed and built your system.

We've been servicing our Multi-Joint Systems since we first introduced them in 1986. We have direct access to the parts. Our technicians are factory trained and know the intricacies of all system components. Our service team is continuously updated on service-related details that come with each new repair experience and every design innovation. Our history of excellence in providing the best systems and service available speaks for itself. As the manufacturer, we can provide the highest level of support at a very reasonable cost.

All-Inclusive Service Assurance Plan

Our most comprehensive service plan... no risk... many extras

- **No surprises** – All maintenance and repair parts (including wear items such as straps and pads), labor and travel are covered – no surprises... no hidden costs.
- **Priority Response** – When field service is required, we guarantee that our technician will be at your facility within 48 hours.
- **Preventive Maintenance** – Comprehensive inspection performed annually. Includes complete electronics evaluation, mechanical adjustments, lubrication, motor and control function tests, static weight test, and system calibration with printout.
- **Software Upgrades** – Included
- **Reliability Upgrades** – During preventive maintenance service, components are routinely replaced if they have been redesigned for improved reliability, or have been determined by Biodex to have a high probability of replacement.
- **"Preferred Customer" Status** – ASAP customers receive special discounts on the purchase of Biodex products.
- **No Red Tape** – Service plan customers avoid the administrative burden of requisitioning service. Biodex is readily available.
- **Convenient ASAP Payment Plan** – Pay in 4 monthly installments

Applies to United States only.

Choose the Biodex Service Plan that meets your facility's specific needs...

Preventive Maintenance Plan

Biodex will perform all essential preventive maintenance. If repairs are required these will be billed at special reduced pricing.

- **Preventive Maintenance** – Comprehensive inspection performed annually. Includes complete electronics evaluation, mechanical adjustments, lubrication, motor and control function tests, static weight test, replacement of normal wear items such as straps and pads and system calibration with printout.
- **Parts** – 20% discount
- **Labor** – 20% discount
- **Software Upgrades** – Included
- **Reliability Upgrades** – Included

First Response Service Plan

Applies only to institutions such as universities and hospitals employing Biomedical Engineering Departments who can perform preventive maintenance, on-site repairs and parts replacement.

- **All parts** (including wear items such as straps and pads) – Included
- **Field Service Labor Charges** – Customer's in-house service technician is responsible for initial response to correct problems (Biodex will provide telephone support). If Biodex determines that customer's in-house technician is unable to complete the corrective action, Biodex will provide on-site service support without labor charges (a zone travel charge will be billed).
- **Software Upgrades** – Included
- **Reliability Upgrades** – Included

Basic Service Plan

A good compromise for cost sensitive budgets. Biodex assumes the risks associated with equipment breakdowns... customer assumes the responsibility for preventive maintenance, software upgrades, and replacement of normal wear and tear items.

- **All parts** (excluding wear items such as straps and pads)
- **Labor and Travel** – Included
- **Priority Response** – When field service is required, we guarantee that our technician will be at your facility within 48 hours.
- **Preventive Maintenance** – Not Included
- **Software Upgrades** – Not Included
- **Reliability Upgrades** – Included

Questions?

Call the Biodex Service Plan administrator at **1-800-224-6339 ext. 2113** for assistance with any aspect of choosing a plan, any questions regarding plan details, or to enroll in a plan now.



GENUINE BIODEX PARTS



QUALIFIED TECHNICIANS



SOFTWARE UPGRADES



PRIORITY RESPONSE



ASSURED SAFETY