

## YOU'VE ASKED FOR IT...

Over the past 35 years, Medical Technologies has taken great pride in offering a variety of equipment to meet the diverse needs of our customers, combined with the highest standards of service available.

During that time, one of our strengths has been listening to our customers and offering solutions that address their most compelling issues.

### ***When asking OUR CUSTOMERS what is most important regarding their equipment, here's what they said:***

- *I need my equipment up and running at all times. Downtime can be costly because I can't see patients.*
- *If something does happen, I need a way to be back up immediately and I need it now. I don't want to have to wait for a technician to be available.*
- *I don't want to worry about these types of expenses. I'd like to make a decision and be done with it.*
- *I'd like to have predictable expenses I can plan for. We know we need to invest in purchasing and maintaining our equipment, but we don't like surprises.*
- *It's important to keep our costs down whenever we can, so unexpected price increases are not a challenge.*
- *When something happens, we don't know what the price will be, which makes controlling costs difficult.*

*Based on these concerns, Medical Technologies has created the*

## **EXTENDED CARE SERVICE PLAN**

### ***What do you get from us?***

#### **Medical Technologies' Commitments:**

- Priority phone support and repairs
- Annual calibration service
- FREE repairs
- FREE parts
- FREE loaner equipment during repairs
- FREE remote support (online access)
- FREE training (onsite and online up to four hours per year)
- FREE initial onsite service call, if required
- DISCOUNTED consumables for covered equipment
- No price increases during agreement period

### ***What do we ask from you?***

#### **Customer Commitments:**

- Covering all eligible pieces of equipment in the practice for two years
- Shipping costs for all mail-in repairs and loaners



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