

Customer Support Programs

Listening to your equipment support needs



CASMED is proud to serve the needs of the worldwide healthcare community. Everyday, CASMED products are being used as critical components in the patient care process. The customer support team understands this responsibility and is committed to providing the highest level of support and attention to help meet your needs.

FORE-SIGHT® Two Year Preventative Maintenance (PM) Program

Our service department is dedicated to keeping CASMED equipment running at peak condition. Our comprehensive preventative maintenance program has been designed to ensure facilities the longest monitor life span with maximum uptime; resulting in an overall cost savings.

Under our FORE-SIGHT PM Program CASMED performs the following:

- Internal design revisions including all software & hardware updates
- Monitor pre-amp cables tested; fiber-optic connections cleaned
- Front panel receptacles cleaned or replaced
- Battery replaced if needed to ensure full charging capabilities
- Complete system calibration
- StO₂ full functional test
- Fan Filter replaced or cleaned as needed
- Keypad, Rotary Switch and Front Panel replaced per Technician assessment
- Monitor safety leakage check / Hi-Pot test
- Final functional checks and Quality testing

CASMED ensures no customer downtime by having loaners available upon request.

If you are interested in our Preventative Maintenance Program, please contact CASMED Customer Support for pricing and to set up an RMA for return.

FORE-SIGHT
 Absolute Tissue Oximeter



How to Reach Us:

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