

Customer Support Programs

Listening to your equipment support needs



The entire CASMED family is proud to serve the needs of the Tri-Care and Veterans Affairs health care facilities worldwide.

Every day, CASMED products are being used as a critical component in the patient care process. The customer support team understands this responsibility and is committed to always providing the highest level of support and attention to our customers.

Government Preventative Maintenance Program

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

By going through a *like new* process, we are able to:

- Perform internal design revisions and update software
- Replace the NIBP receptacle along with any other connections that may have become loose preventing air leaks at hose connection
- Functional checks and calibration of the unit for more accurate readings
- Battery replacement to ensure full charging capabilities
- Replacement of the temperature module switch board (SureTemp® Technology only) to prevent intermittent temperature readings
- NIBP Pneumatic check
- Monitor Safety Leakage Check/ Hi-Pot Test in compliance with JCAHO
- Updated labeling
- Test all accessories sent in with the monitor
- Front panel and housing replaced if needed returning it to a *like new* condition



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

WebEx training sessions also available upon request

Thank you for allowing us to support your equipment servicing needs

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How to Reach Us:

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