

# Customer Support Programs

The integral piece of your equipment support team



CASMED is proud to serve the needs of the world-wide 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 always providing the highest level of support and attention.

## International Services Provided

- Expedited repairs for warranty product
- No charge shipping for warranty repairs
- Technical support available
- WebEx online service training
- Exchange board program

## Qualified International Service Centers\*

- Free warranty replacement parts
- NEW Preventative Maintenance kit offered at a special rate
- Technical Service Bulletins available for additional support
- Exchange Boards offered at a reduced price
- Participation in loaner programs

*\*Certified Service Distributors have been set up around the world to better meet and exceed the needs of all our international customers. If your facility is interested in participating in our Distributor Certification Program to become a Certified Service Distributor, please visit our website [www.casmed.com](http://www.casmed.com) for more information.*



## Our Service Difference

- Highly qualified and skilled technicians perform a comprehensive service analysis on every device sent in for repair
- Dedicated Customer Support Associates provide personalized attention during the service support experience
- CASMED suite of services can be tailored to a customer's specific requirements
- Advanced diagnostic and testing equipment aids in rapid, accurate problem resolution