PREMIER SERVICE PLAN: YOUR SHIELD AGAINST DOWNTIME

TURNER IMAGING SYSTEMS' TOTAL COVERAGE OPTION

SMART-C®'s extreme portability lets us offer peace of mind with unmatched response time and support. Although no one expects to have a problem with a new X-ray system, when accidental damage or failures occur, our Premier Service Plan covers all repair expenses while swiftly getting you up and running again.

Premier Service Plan vs. Standard Warranty

| | Standard Warranty | Premier Service Plan |
|--|-------------------|---------------------------------------|
| Coverage period | 1 year | Purchased period + warranty period |
| Standard component coverage | ✓ | ✓ |
| On-site travel coverage | ✓ | ✓ |
| Technical phone support | ✓ | ✓ |
| Rental system program (no cost) | ✓ | ✓ |
| Rental system delivery time (shipping type) | < 5 days (ground) | < 48 hours (air) |
| Imaging uptime guarantee | N/A | 98% |
| Accessories replacements out of warranty (batteries, chargers and docks) | Х | ✓ |
| Accidental active component coverage (X-ray source, detector and tablet) | Х | ~ |
| Software updates/upgrades | X | ✓ |
| Complimentary on-site user training | X | ✓ |
| Complimentary on-site system installation | X | ✓ |

Competitor Service Process: Estimated Downtime 14–35 Days

- 1. Customer reports a technical issue.
- 2. Mini C-arm company schedules a service technician to come on-site for an evaluation.
- 3. Service technician diagnoses the issue and orders replacement parts.
- 4. Days to weeks pass with a broken C-arm.
- 5. Parts arrive on-site.
- Service technician returns to customer's facility and installs replacement parts.
 Hopefully, the problem is fixed with the parts that were ordered.

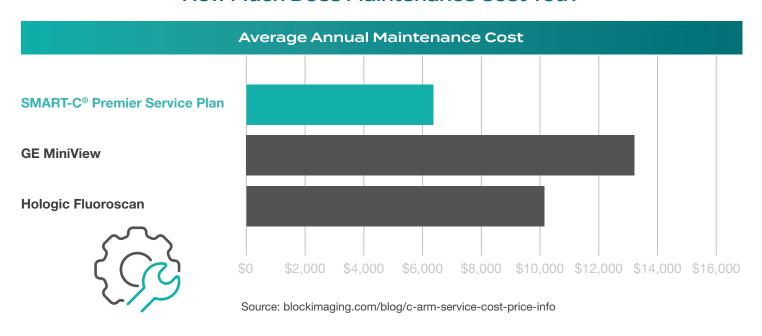
SMART-C® Premier Service Plan:

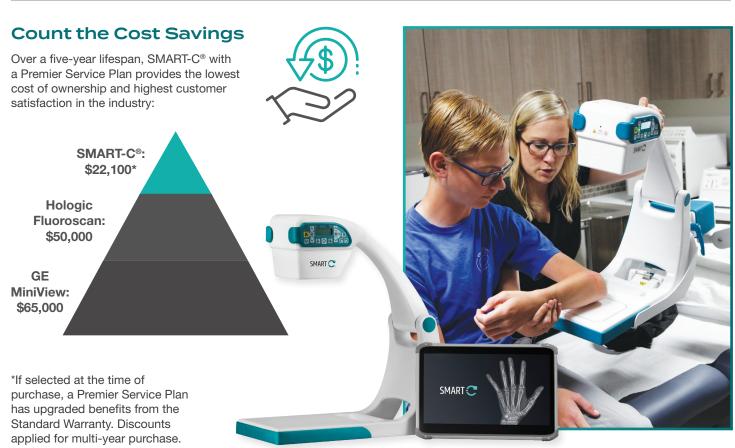
Estimated Downtime Two Days

- 1. Customer reports a technical issue.
- Turner Imaging Systems ships a SMART-C[®] to the customer within 48 hours.
- Turner Imaging Systems takes the nonfunctioning unit back for diagnosis and repair in our ISO 13485:2016 certified service facility, while the customer enjoys the use of our no-cost rental system. Once the repair is complete, we ship your unit back out to you.



How Much Does Maintenance Cost You?





Contact Us Today

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