

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)	X	✓
Accidental active component coverage (X-ray source, detector and tablet)	X	✓
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.
6. 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.
2. Turner Imaging Systems ships a SMART-C® to the customer within 48 hours.
3. 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?

Average Annual Maintenance Cost

SMART-C® Premier Service Plan

GE MiniView

Hologic Fluoroscanner



\$0 \$2,000 \$4,000 \$6,000 \$8,000 \$10,000 \$12,000 \$14,000 \$16,000

Source: blockimaging.com/blog/c-arm-service-cost-price-info

Count the Cost Savings

Over a five-year lifespan, SMART-C® with a Premier Service Plan provides the lowest cost of ownership and highest customer satisfaction in the industry:



SMART-C®:
\$22,100*

Hologic
Fluoroscanner:
\$50,000

GE
MiniView:
\$65,000

*If selected at the time of purchase, a Premier Service Plan has upgraded benefits from the Standard Warranty. Discounts applied for multi-year purchase.



Contact Us Today

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SMART-C®

TURNER®
IMAGING SYSTEMS