

SMART-C® PREMIER SERVICE PLAN: YOUR SHIELD AGAINST DOWNTIME

SMART-C® combines true portability with responsive service and dependable support. When accidental damage or failures occur, a Premier Service Plan covers all repairs to get you up and running fast.

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. The customer reports a technical issue.
2. Mini C-arm company schedules a service technician to come on-site for an evaluation.
3. The service technician diagnoses the issue and orders replacement part(s)
4. The C-arm remains out of service for several days or weeks.
5. Replacement parts arrive on site.
6. The service technician returns to the facility to install the replacement parts. If successful, the issue is resolved.
7. If additional part(s) are needed, return to step 3

SMART-C Premier Service Plan Process: Estimated Downtime 2 Days

1. The customer reports a technical issue.
2. Turner Imaging Systems ships a complimentary Smart-C rental to the customer within 48 hours, maintaining workflow.
3. Turner arranges transport of the nonfunctioning system to our ISO 13485:2016 certified facility for thorough diagnosis and repair. Once the repair is complete, we ship your system back to you.



Premier Service
Plan Details