THE OMNIGUIDE DIFFERENCE
OmniGuide Service Agreements provide peace of mind that your device is operating optimally during the agreement term. Our variable service coverage options are designed to meet the needs of your specific department or center by providing support during weekday, weekend or after-hour periods, and include travel, shipping charges, planned maintenance visits, as well as depot labor support for wear and tear repairs including replacement of defective OEM parts. Specified coverage options also include no-charge replacement of non-performing OmniGuide Fibers.

CERTIFIED TECH
All OmniGuide technicians undergo extensive in-house factory training and annual field training for continual development of knowledge base, new applications, and up to date compliance standards. Technicians are outfitted with the latest technology and proprietary equipment for precise laser optimization. OmniGuide’s stringent quality management standards result in real time communication to the field team of current best practices and proper repair procedures.

OEM CERTIFIED PARTS
OmniGuide is the sole distributor of official OEM parts for all OmniGuide Laser Platforms. Parts are inspected, tested, and controlled with the highest quality standards to ensure components are replaced smoothly and efficiently. All shipping and handling charges are included with Extended Agreements to facilitate fast, convenient resolutions.

INTELLIGUIDE LASER SYSTEM
EXTENDED SERVICE AGREEMENT

Precision | Speed | Performance

FDA - ANSI CE - ISO
ASSURED COMPLIANCE
JOINT COMMISSION

www.omni-guide.com
CONTRACT OPTIONS

OFFERINGS
- OEM PARTS
- FIELD LABOR
- DEPOT LABOR
- TRAVEL & TRANSPORTATION
- SOFTWARE UPDATES
- SHIPPING CHARGES
- FIBER REPLACEMENT PROGRAM
- FIBER HANDPIECES
- UPTIME
- PERIODIC MAINTENANCE VISIT

FIBER REPLACEMENT PLAN
Included with the Comprehensive and Elite Service Agreement is a “free of charge” Fiber Replacement Program. Any non-performing fibers returned to OmniGuide will be replaced at no charge to the customer during the term of the contract. Fiber replacements give your staff the flexibility to focus on critical activities during surgery and alleviate any apprehension associated with potentially damaged products.

ACCESSORY COVERAGE
Included with the Elite Service Agreement, any non-performing Fiber Instrumentation returned to OmniGuide will be replaced at no charge to the customer during the term of the contract.

UPTIME COMMITMENT
With OmniGuide’s Service Agreements, we provide uptime, performance, and safety with a commitment of 95% and 98% uptime under the Comprehensive and Elite Agreements. OmniGuide is committed to creating an operating environment that provides peace of mind.

Contracts are Available in 1, 2, & 3 year increments, discounts apply for multi-year agreements.

*Issues regarding non-performing products must be reported to OmniGuide to obtain an RMA# before the product is returned.

OmniGuide
4 Maguire Rd.
Lexington, MA
617.551.8444
www.omni-guide.com

ED-0016 rev. 0