

## Support Services

IRadimed is committed to an exceptional customer experience through service excellence. Our service offerings include technical consultation and repair, biomedical and clinical education and drug library programming so you can have peace of mind within your budget.

Caring For Your Equipment

### MRidium Repair and Maintenance

IRadimed technical support and MRI infusion pump technicians are expert problem solvers with deep product knowledge. This dedicated team of professionals is eager to manage the end-to-end care of your MRidium IV infusion pump and accessories.



### Library Maintenance Program

Medications evolve quickly and a Library Maintenance Program is the easiest way to keep your MRidium drug library up to date. With an annual agreement our team will partner with your pharmacy to update your drug library so the MRidium IV infusion pump can stay current without the headaches of budgeting and managing the changes all by yourself.

### Clinical Applications Training

To promote safe and effective product implementations, IRadimed delivers two comprehensive clinical application programs: one for 'General Users' and an advanced program for 'Super Users'. We partner with you to provide the support and resources you need to help ensure your clinicians are effectively trained on the MRidium MRI IV infusion pump.



### Biomedical Technical Training

Take advantage of IRadimed's expertise to elevate the technical abilities of your in-house engineering team. Our biomedical training courses combine direct instruction with participatory exercises to enable your technicians to provide "first call" support for your IRadimed products helping reduce overall downtime.

Partnering With Your Staff

# MRidium® Maintenance Agreements

*You care for the patients, we'll care for the MRI Infusion Pumps*

No one knows MRI IV infusion like IRadimed. Our dedicated service team is renowned for keeping your MRidium infusion pump running at peak performance. We offer a comprehensive array of service offerings designed around your needs, so you can focus on patient care. We offer three levels of maintenance agreements to help you get the most out of your infusion pump. IRadimed maintenance agreements are backed by the trusted expertise of our support professionals. Our agreements help ensure repairs and system performance, while cutting through procedural 'purchase order' red tape and shielding your budget from unexpected expenses.

**Library Maintenance Agreement:** *"I want a service to keep my MRidium® drug library up to date"*

**Product Maintenance Agreement:** *"I want a service for when my MRI infusion pump needs repairing"*

**Premium Maintenance Agreement:** *"I want to maximize the performance and utilization of my MRidium system"*

	Drug Library Maintenance	Product Maintenance	Premium Maintenance
<b>DERS Library Updates</b>	2 DERS Library Updates 25% off additional updates		2 DERS* Library Updates 50% off additional updates
<b>Product Repairs</b>		Parts Labor	Priority Repair (Parts and Labor)
<b>Product Loaners</b>		Loaner (as available)	Priority Loaner (as available)
<b>Preventative Maintenance</b>		25% Discount	50% Discount
<b>Clinical Applications Training</b>			25% Discount (on follow up training)
<b>Biomedical Technical Training</b>			50% Discount

