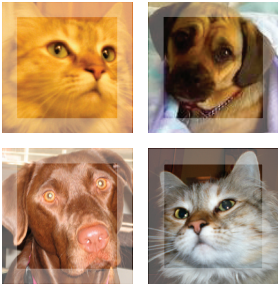


# Customer Support Programs

Listening to your equipment support needs



CASMED is proud to serve the needs of the worldwide healthcare community, especially our four legged patients.

Everyday, CASMED products are being used as critical components in the patient care process. The customer support team understands this responsibility and is committed to providing the highest level of support and attention.

## Cardell® Preventative Maintenance Program

This program is designed for monitors to go through a *like new* process, aiding in maximizing their life span. By sending your monitor in for a PM we are able to:

- Perform internal design revisions and update software
- Replace the NIBP receptacle along with any other connections that may have become loose preventing air leaks at hose connection
- Functional check and calibration of the unit for more accurate readings
- Battery replacement for longer use between chargings
- Replacement of temperature connection to prevent intermittent temperature readings
- NIBP Pneumatic check
- Monitor Safety Leakage Check/ Hi Pot Test
- Updated labeling
- Test all accessories sent in with the monitor
- Front panel and housing replacement as needed returning it to a *like new* condition



If you are interested in our Preventative Maintenance Program, please contact CASMED Customer Support for current pricing and to set up an RMA.

As a Thank You for allowing us to support your equipment servicing needs we will include five new cuffs at no additional charge with all PM's performed

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### How to Reach Us:

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