

# Customer Support Programs

Listening to your equipment support needs



CASMED is proud to serve the needs of the worldwide HealthCare community. Everyday, CASMED products are being used as critical components in the patient care process. The Customer Support Team understands this responsibility and its impact on individuals' lives. We are committed to providing the highest level of support and attention.

## Services Provided

- **24 hour telephone technical support available to trouble shoot all monitoring questions**
- **Preventative maintenance programs offered to ensure maximum uptime**
- **On-line service training available through WebEx**
- **Equipment training and education**
- **Depot support service and repairs**
- **Repair own equipment through parts supply program**
- **Exchange Board Program - provides lowest price possible through the recycling of aged boards**
- **Loaner monitors available for the duration of your repair**
- **10-day warranty turn around**



## Our Service Difference

- **Highly qualified and skilled technicians perform a comprehensive service analysis on every device sent in for repair**
- **Dedicated Customer Support Associates provide personalized attention during the service support experience**
- **CASMED suite of services can be tailored to a customer's specific requirements**
- **Advanced diagnostic and testing equipment aids in rapid, accurate problem resolution**

### How to Reach Us:

**CAS Medical Systems:** 44 East Industrial Road, Branford, CT 06405  
Telephone: 203.488.6056 - Tech Support: 800.581.7806 - Toll Free: 800.227.4414  
[www.casmed.com](http://www.casmed.com)