

# Service Agreements and Preventive Maintenance Programs for Clinical Products



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Romania

**L012-09 Clinical Service Products**

## Systems Service Agreements

Products purchased from FHC are backed by a 1 year warranty. If your warranty or current service agreement has expired a new agreement is predicated upon a thorough product inspection and functional check-out of the system to ensure the equipment has not been modified, severely damaged or is not currently in need of serious repair for any other reason. For MER Systems, this inspection is performed on-site and charged as a regular service visit. Please note: Service Warranties do not cover damage caused by abuse, non-validated sterilization, unauthorized maintenance, cut cables, tubes and microelectrodes, or missing parts. Replacement of parts not covered will be billed at list price, less 25%.

Note: Some computers and related parts for the Leadpoint and Axon systems are no longer manufactured. FHC will make a best effort to locate replacement parts, but cannot be help responsible for obsolete products. In the event that your system cannot be repaired, a pro-rated discount of your service contract will be granted for upgrading to new systems.

All Service Warranties will automatically renew at the end of their stated service period, but are followed by a 30 day period during which a customer has the option of cancelling the auto-renewal, or submitting the purchase order for the full balance due.

With the purchase of a Service Contract covering any monitoring equipment we will include the following at no extra cost:

1. Full Functional Checkout
2. Recalibration of Amplifiers
3. Software and Firmware Upgrades
4. Provide Backup of Hard Drives
5. Four Hours of Training on Any Piece of Equipment in the Service Contract
6. Procedurally Support Surgery the Next Day

With the purchase of a Service Contract covering the mT Drive System we will include the following at no extra cost:

1. Complete Recalibration of Drive System
2. Repair or Replace Any Parts Broken or Worn

## Leadpoint

Catalog # SERV-WAR-LDPT

\$ 8,000.00

The One Year Leadpoint™ Service Agreement will cover the Leadpoint™ and microTargeting™ Drive Systems. Warranty will include all labor and parts for one year to restore system to original operating specifications as defined by the manufacturer should malfunction occur. This warranty will also include one day of on-site service or training per annual contract. Additional on-site services are available and will be provided at an agreed upon daily rate. This agreement will also include 10 hours of technical phone support. A free loaner will be provided if equipment cannot be fixed on site.

## Axon 3000A

Catalog # SERV-WAR-AXON

\$ 8,000.00

The One Year AXON Service Agreement will cover the AXON 3000A MER System and AXON micropositioner or microTargeting™ Drive System (*depending on system set-up*). Warranty will include all labor and parts for one year to restore system to original operating specifications as defined by the manufacturer should malfunction occur. This warranty will also include one day of on-site service or training per annual contract. Additional on-site services are available and will be provided at an agreed upon daily rate. This agreement will also include 10 hours of technical phone support.



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## Guideline 4000™ Neuromodulation Targeting System

Catalog # SERV-WAR-GL4K

\$8,500.-; \$9,700.-(with 1 Drive); \$10,900 (with 2 Drives)\*

During the one year Guideline 4000™ contract FHC staff will physically inspect and recalibrate the Guideline 4000™ and be available for retraining not less than twice during the contract period. Our Technical Service team will verify its operating condition, test calibration settings, correct and adjust settings as necessary, perform upgrades if required, and otherwise confirm its fitness for continued use. Additional training and customer support will be provided as requested during the course of the inspections. All costs of travel shall be borne by FHC. During the period of this Comprehensive Service Agreement all software upgrades to this product will be supplied and installed at no cost; and any hardware upgrades would be offered to the client at 50% of list price. Product add-ons as designated by a new product numbers are not covered by this CSA. This warranty will also include 10 hours of technical phone support.

*\*Customers who purchase 2-year or 3-year-contracts will save 5% or 10% respectively. We offer service warranties in one year increments on the systems listed above.*

### microTargeting™ Drive System Preventative Maintenance Program

FHC's regulatory clearance requires that microTargeting™ Drive Systems and components be serviced and recalibrated every 100 uses; or factory evaluated on an annual basis for a customized service schedule. We have developed a preventive maintenance program to help your customers meet these service requirements. Our preventive maintenance will cover the replacement of any worn parts, upgrades, recalibration, and upon completion will extend the product warranty for one year.

Our service options are:

### microTargeting™ Drive System

PM- mT1	<b>Preventive Maintenance—microTargeting™ Drive System to include the Manual Drive, Lower Guide and Frame Adapter:</b> Inspect Matrix Bushings, Check Screws and Threading, Change Belt, Pylon Fit Check, and Complete Recalibration.	\$ 1072.50 US
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### microTargeting™ Power Assist System

PM- mT2	<b>Preventive Maintenance—mT Power Assist System to include Motor and/or Encoder:</b> Replace Clutch Plate Screws with Nylon versions, Check Motor, Controller, and Remote; Replace press in power cord with screw in version, Update with latest firmware, and Complete Recalibration.	\$ 550.00 US
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Note: Preventive maintenance does not cover damage caused by abuse, non-validated sterilization, unauthorized maintenance, cut cables, tubes and microelectrodes, or missing parts. Replacement of parts not covered will be billed at list price, less 25%.

#### Scheduling

The hospital should contact FHC Customer Service at 1-800-326-2905 to request a site visit or preventive maintenance. Site visits are normally arranged within a 7 business day window; however, one day service is available. Preventive maintenance can be completed within 3 business days, plus shipping time.



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When returning equipment to FHC for service, FHC's Customer Service will request a purchase order for the service requested, and will assign an RMA number that must appear on the outside of the equipment shipment along with a statement of decontamination. We recommend use of the attached packing slip to indicate which items are being returning, their serial numbers, and the date of the next scheduled surgery.

More information is available on FHC's website: [http://www.fh-co.com/FHC\\_Service.htm](http://www.fh-co.com/FHC_Service.htm)

## Additional Services

Customers who choose not to purchase service warranties, or who require additional services and visits beyond those included in the service contracts will be billed for these services, as required.

On-site service visit, per day (includes travel and labor): \$ 3,800.00

microTargeting™ or STar™ Drive Loaner Systems / 2 week period: \$ 500.00  
*(Subject to availability, each additional week at \$500.00, plus shipping)*

### Clinical Support or Training

On site / per day (plus travel) \$ 2,200.00

Remote support / per hour \$ 225.00  
*(Training course also available at our GNS facility near Pittsburgh, PA. Contact us for course offerings and fees.)*

### Operational Support

On site /per day (plus travel) \$ 1,000.00

Leadpoint Loaner Systems, 2 week period \$ 1,500.00  
Subject to availability  
Each additional week \$ 1,500.00



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