

# NIM™ 3.0 EXCHANGE SERVICE PLAN

We help you drive  
ENT operating  
room uptime



"Exchange is better. It allows us to maintain cases with  
virtually no downtime."

– OR Manager

Medtronic

# NIM™ 3.0 EXCHANGE SERVICE PLAN

We help keep your cases on time, maintain system accuracy and protect your investment with a Medtronic Exchange Service Plan.

- **Uptime:** Next business day AM factory refurbished replacements – minimize downtime and delays.
- **System accuracy:** One planned maintenance per year – ensures accuracy and proactively identify issues before it happens.
- **Convenience:** Hassle free service that is easy and saves time – eliminates loaners.
- **Cost Containment:** Fixed price coverage for up to three (3) years – maintenance costs are locked even if the number of exchanges are more than expected. Prepaid shipping is included for returns.
- **Value:** The price of an agreement is less than the cost of a single "pay as you go" repair or exchange.

## When your equipment needs attention, it's an easy process.

1. Call by 5pm Monday through Friday EST.
2. A Factory Certified Exchange unit will be shipped to you next business day AM.
3. Remove the exchange unit and prepaid shipping label from the box. The unit is yours to keep.
4. Place the original unit in the box. Seal the box and affix the prepaid shipping label.
5. All returned units are refurbished and tested to restore them to original factory specifications.

## Medtronic

### Medtronic plc ENT

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"I prefer exchange over repair. With repair, you've got to keep track of loaners and that's a hassle."

– Nurse Manager



Our highly trained technicians examine and rebuild the NIM™ 3.0 using original Medtronic parts, which are unavailable to third party service providers.

For more information on how to enroll in the Exchange Service Plan, talk to your Medtronic sales representative.

*Note: The Exchange Service Plan is not available on obsolete products and third party repaired equipment.*

### Importance of Planned Maintenance

*Medtronic recommends planned maintenance and screen calibration once a year to ensure accuracy and signal integrity. The Centers for Medicare & Medicaid Services (CMS) emphasizes the importance of regular planned maintenance. Planned maintenance can be delivered via the exchange service plan. A refurbished unit fully calibrated and certified by our trained technicians will be sent upon request for exchange.*

Rx only. Refer to product instruction manual/package insert for instructions, warnings, precautions and contraindications.

For further information, please call Medtronic ENT at 800.874.5797 or consult Medtronic's website at [www.responsecare.medtronic.com](http://www.responsecare.medtronic.com).