



ResponseCareSM Services

NIM[®] 3.0 SERVICE AGREEMENT

Ensuring Accuracy and Uptime for ENT Procedures



Maximize your uptime, maintain system accuracy and protect your investment with a Medtronic ResponseCareSM Service Agreement for your NIM system.

- Expert Repair - Your system will be repaired within days by expert Medtronic technicians using original Medtronic parts.
- Annual Preventive Maintenance (PM) - Regular PM ensures your system is accurate, which helps reduce the risk of nerve damage.
- Overnight Loaners - Should your system need a PM or repair, a complete loaner system will be sent to you to help keep your cases on-time.
- Software Updates - As updates to your system become available, they will be provided at no additional charge.
- Technical phone support hotline – Available 24 x 7



The ResponseCareSM Service Agreement covers the NIM 3.0 system including, patient interface, patient simulator, mute detector and surgeon mini-screen.

Importance of Preventive Maintenance

Medtronic recommends preventive 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 is performed by expert Medtronic technicians and includes:

- Each component of the system is tested using a function generator and oscilloscope.
- In total, over 108 items are checked on the Response and 140 on the Neuro.
- The touch screen is checked and calibrated if necessary.
- Main CPU board battery is reviewed and replaced if necessary.
- Software is updated to most current version
- Performance verification is done on electrodes, stimulation levels, audio/visual signals, auto threshold, lead-off detection, outputs and muting function.
- Internal system adjustments are made to bring back into factory specifications.
- As a final step, the system is electrically safety tested.
- One week turn-around time (from receipt of product).
- PM documentation and certificate indicating work performed.

For more information on how to get a service agreement, please contact your local Medtronic ENT sales representative.

For more information, please call Medtronic ENT at 800.874.5797 or 904.296.9600. You may also consult our website at www.MedtronicENT.com.

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