



# ResponseCare<sup>SM</sup> Services

NIM ENT PREVENTIVE MAINTENANCE SERVICE

Maintain Performance, Improve Patient Safety



*In December 2011, the U.S. Centers for Medicare and Medicaid Services (CMS) stated that “all equipment critical to patient health and safety” be maintained according to the manufacturer’s recommendation.*

## A NIM system Preventive Maintenance service 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
- Main CPU board battery is reviewed and replaced if necessary
- Software is updated to most current version
- Performance verification is done on all aspects of the system including accessories: electrodes, stimulation levels, audio/visual signals, auto threshold, lead-off detection, outputs, muting function
- Internal system adjustments are made to bring back to factory specifications
- As a final step, the system is electrically safety tested
- One week turn-around time (from receipt of product), one day return shipping
- PM documentation and certificate indicating work performed
- Available loaner system and accessories for additional fee

- ✓ Preserve your Investment.
- ✓ Maintain Performance.
- ✓ Improve Patient Safety.

Periodic Planned Maintenance helps ensure the accuracy of your NIM system's ability to improve patient safety and surgeon confidence during procedures.



Over time, the performance of any electronic monitoring device may change. As a result, Medtronic recommends annual preventive maintenance, testing and calibration of the entire NIM system including the patient interface, patient simulator, muting detector and surgeon mini-screen.

Make sure your system is maintained and calibrated by Medtronic each year to ensure its performance. Enjoy peace of mind by having your system thoroughly checked, adjusted and validated by expert Medtronic factory technicians who work on NIM systems every day.

To arrange a preventative Maintenance (PM) on your NIM 3.0 system, contact your local ENT sales representative, or call the Medtronic Jacksonville Repair Center at 800-874-5797, Option 3.

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](http://www.MedtronicENT.com).

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