



ResponseCare™ Services

EXCHANGE SERVICE PLAN

Driving ENT Operating Room Uptime



“Exchange is better. It’s streamlined and helps our uptime.” - OR Manager
Boston, MA.

Exchange Service Plan

Because your operating room time is valuable*, it's important to keep your cases on schedule. Drive operating room uptime and efficiency with Medtronic's Exchange Service Plan (ESP). Medtronic offers a fast and easy solution to support your ENT Microdebrider, Indigo, Integrated Power Console (IPC) and foot switch should they need service.

- Uptime: Next business day AM factory refurbished replacements – minimize downtime and delays.
- Convenience: Hassle free service that is easy and saves you time – eliminates loaners.
- Cost Containment: Fixed price coverage for up to three (3) years – your 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 goes down, it's an easy process.

- Call by 5pm Monday through Friday EST. (have your serial # and no-charge PO handy)
- A factory certified exchange unit will be shipped to you next business day AM.
- Remove the exchange unit and prepaid shipping label from the box. Keep the exchange unit.
- Place the non-working unit in the box. Seal the box and attach the prepaid shipping label.
- Non-working units are returned to Medtronic. They are refurbished to meet precise factory specifications.

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

Nurse Manager, Jacksonville, FL



With the Exchange Service Plan, you can be assured that only highly trained Medtronic technicians examine and repair the products using Medtronic parts. Don't compromise performance, by taking a chance with third party repair.

The next time your Medtronic equipment needs service, consider the speed and simplicity of the Exchange Service Plan.

For more information on how to get a factory certified exchange unit, please call 800-874-5797, choose option 3 "all other repairs".

Note: The factory certified exchange is not available on obsolete products and third party repaired equipment.

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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* An internal analysis estimates the average FESS procedure is worth \$3000 of profit. This is based upon information from Medicare Outpatient Hospital Standard Analytical File 2010. Center for Medicare & Medicaid Services (CMS), Baltimore, MD. www.cms.hhs.gov