



ResponseCare® Services

MIDAS REX EXCHANGE SERVICE PLAN (ESP)

Driving Operating Room Efficiency



“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 Midas Rex handpieces, Integrated Power Console (IPC) and foot controls should they need service.

- Uptime: Minimize downtime and delays with factory refurbished replacements that you receive next AM business day.
- Convenience: Hassle free service that is easy and saves you time. Loaners are eliminated and prepaid shipping is included for returning units to Medtronic.
- Cost Containment: Your maintenance costs are locked in for up to 3 years even if the number of exchanges are more than expected.

When your equipment goes down, it's an easy process.

- Call by 5pm Monday through Friday CST.
(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 will receive Medtronic factory certified refurbished units. Don't risk performance, sterilization issues or patient care by using 3rd party repair that has not been validated by Medtronic.

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 2 "Midas Rex repairs".

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

For more information on how to get a Midas Rex factory certified exchange or Exchange Service Plan, please call 800-335-9557. The factory certified exchange is not available on obsolete products and third party repaired equipment.

Medtronic Neurosurgery

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* An internal analysis based on a 2011 commercial claims data estimates the average hospital payments for an average craniotomy procedure is \$44,000.

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