

The OmniGuide Difference



OmniGuide Service Agreements provide peace of mind that your device is operating optimally during the agreement term. Our variable service coverage options are designed to meet the needs of your specific department or center by providing support during weekday, weekend or after-hour periods, and include travel, shipping charges, planned maintenance visits, as well as depot labor support for wear and tear repairs including replacement of defective OEM parts. Specified coverage options also include no-charge replacement of non-performing OmniGuide Fibers.

OEM Certified Parts

OmniGuide is the sole distributor of official OEM parts for all OmniGuide Laser Platforms. Parts are inspected, tested, and controlled with the highest quality standards to ensure components are replaced smoothly and efficiently. All shipping and handling charges are included with Extended Agreements to facilitate fast, convenient resolutions.



Certified Tech

All OmniGuide technicians undergo extensive in-house factory training and annual field training for continual development of knowledge base, new applications, and up to date compliance standards. Technicians are outfitted with the latest technology and proprietary equipment for precise laser optimization. OmniGuide's stringent quality management standards result in real time communication to the field team of current best practices and proper repair procedures.

OmniGuide
43 Manning Rd
Billerica, MA 01821

888.666.4484 | 617.551.8444
customerservice@omni-guide.com
www.omni-guide.com



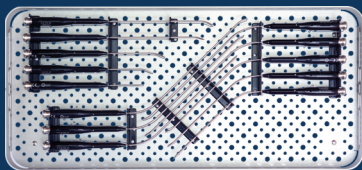
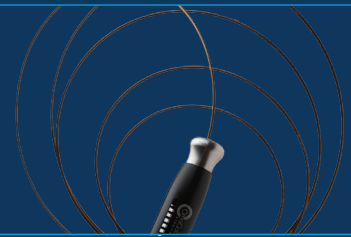
Contract Options

| OFFERINGS | BASIC | COMPREHENSIVE | ELITE |
|----------------------------|------------|---------------|------------|
| OEM Parts | ✓ | ✓ | ✓ |
| Field Labor | ✓ | ✓ | ✓ |
| Depot Labor | ✓ | ✓ | ✓ |
| Travel & Transportation | ✓ | ✓ | ✓ |
| Software Updates | ✓ | ✓ | ✓ |
| Shipping Charges | ✓ | ✓ | ✓ |
| Fiber Replacement Program | ✗ | ✓ | ✓ |
| Fiber Handpieces | ✗ | ✗ | ✓ |
| Uptime | ✗ | 95% | 98% |
| Periodic Maintenance Visit | 1 per year | 1 per year | 2 per year |

Contracts are Available in 1, 2, & 3 year increments, discounts apply for multi-year agreements.

Fiber Replacement Program

Included with the Comprehensive and Elite Service Agreement is a “free of charge” Fiber Replacement Program. Any non-performing fibers returned to OmniGuide will be replaced at no charge to the customer during the term of the contract. Fiber replacements give your staff the flexibility to focus on critical activities during surgery and alleviate any apprehension associated with potentially damaged products.



Accessory Coverage

Included with the Elite Service Agreement, any non-performing Fiber Instrumentation returned to OmniGuide will be replaced at no charge to the customer during the term of the contract.



Uptime Commitment

With OmniGuide’s Service Agreements, we provide uptime, performance, and safety with a commitment of 95% and 98% uptime under the Comprehensive and Elite Agreements. OmniGuide is committed to creating an operating environment that provides peace of mind.

*Issues regarding non-performing products must be reported to OmniGuide to obtain an RMA# before the product is returned.

For more information or to order call 888-666-4484 / 617-551-8444 or visit www.omni-guide.com

OmniGuide is a registered trademark of OmniGuide, Inc. All content is copyright of OmniGuide, Inc. © 2024 See www.omni-guide.com/patents for information about the coverage of this OmniGuide® product by U.S. and/or foreign patent rights.

- 📞 888.666.4484 | 617.551.8444
- ✉ customerservice@omni-guide.com
- 🌐 www.omni-guide.com

