

SYNERGY SERVICE & SUPPORT



Arthrex®
Vet Systems



Quality products designed and serviced to support the Arthrex mission of Helping Surgeons Treat Their Patients Better™.

Why Arthrex?

As the designer for the Arthrex family of products, we use high-quality, Arthrex-certified components to provide the highest standard of service designed to keep your equipment in excellent working condition over time.*

For maximum uptime and highest quality performance, we are your logical choice for service replacements and after-sale care.

*Certified per design engineering requirements.

With an Arthrex Service Plan you will:

- Save money and ensure against costly, unbudgeted repairs
- Receive priority service
- Reduce downtime with advance replacement products
- Receive paid freight to and from your facility
- Receive field service technician visits when required
- Receive unlimited repairs for the term of your agreement
- Choose from flexible agreements and payment terms

Arthrex Service Plan Options

Scope Per-Incident Exchange

Ensures pristine visualization by providing no-fault advance replacements of damaged scopes at a set price.

Extended Warranty Agreement

Keeps equipment in like-new condition long after the manufacturer's warranty expires.

Synergy Tech Program

Designed for the Arthrex customer looking for the highest level of product service and on-site expertise.

Sheath/Bridge Set and Light Guide Replacement Plan

Prevents routine maintenance items from becoming unbudgeted capital expenses.

Software Support Plan

Ensures continued efficiencies, unlimited critical updates, and ongoing support.

Service you can rely on...

We understand that patients rely on you every day – and that you rely on your equipment. You have purchased the most innovative world-class imaging devices available, and you expect them to be ready at all times. As your strategic partner, you can rely on Arthrex to provide quality products and service to help surgeons treat their patients better.

Warranty Policy

For all warranty information, including disclaimers, exclusions, terms, conditions, and related provisions, refer to the Arthrex U.S. Product Warranty available at www.arthrex.com/corporate/arthrex-us-product-warranty.



About Third-Party Repairs

According to the FDA, “Stakeholders have expressed concerns that some third-party entities who refurbish, recondition, rebuild, remarket, remanufacture, service, and repair medical devices may use unqualified personnel to perform service, maintenance, refurbishment, and device alterations on their equipment and that the work performed may not be adequately documented. Possible public health issues arising from these activities include ineffective recalls, disabled device safety features, and improper or unexpected device operation.”*

Impact of Using Third-Party Service Providers**†

- Third-party providers do not have the training or expertise needed to service Arthrex devices.
 - They are not aware of the latest software upgrades.
 - They do not have access to Arthrex-certified parts, and they may choose to find third-party reverse-engineered parts, or use scavenged parts.
 - They do not have the same level of expertise or training on Arthrex devices.

* fda.gov - The Food and Drug Administration Reauthorization Act of 2017 (FDARA).

† Arthrex products modified or altered in any manner by an unauthorized third-party service provider are considered adulterated pursuant to FDA regulations and can no longer be serviced or repaired by Arthrex, Inc.

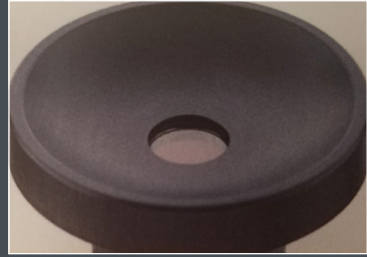
‡ Utilizing an unauthorized third-party service provider to service or repair Arthrex products voids all warranties and/or any purchased service programs.

Identifying Third-Party Repairs of Optical Components



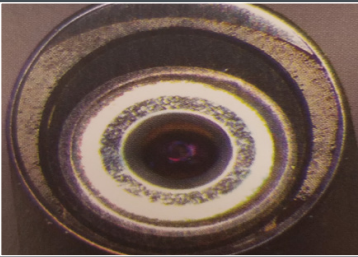
Original manufacturer

Eyepiece attached gap-free



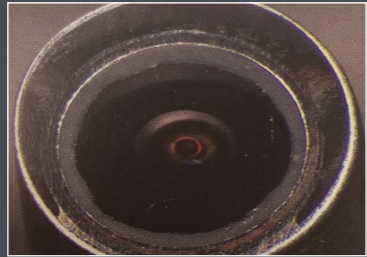
Third-party repair

Gap formation as a result of nonoriginal component increases hygienic risks



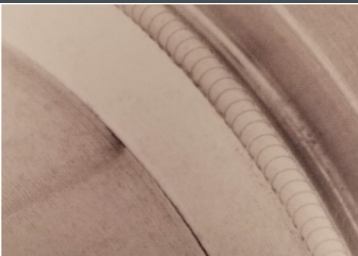
Original manufacturer

Objective lens within specifications



Third-party repair

Copied objective lens



Original manufacturer

Precisely applied weld seams



Third-party repair

Improperly applied weld seam and/or use of adhesive resulting in poor or nonexistent sealing

Contact us at **ServiceAgreements@Arthrex.com** for information regarding our service offerings or to purchase a service agreement.



www.arthrexvetsystems.com

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