

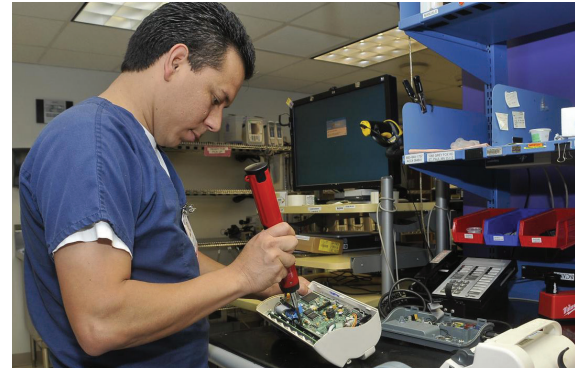
Support Services

IRadimed is committed to an exceptional customer experience through service excellence. Our service offerings include technical consultation and repair, biomedical and clinical education and DERS drug library maintenance so you can have peace of mind within your budget.

Caring For Your Equipment

MRidium Repair and Maintenance

IRadimed technical support and MRI infusion pump technicians are expert problem solvers with deep product knowledge. This dedicated team of professionals is eager to manage the end-to-end care of your MRidium IV infusion pump and accessories.



Drug Library Maintenance Program

Medications evolve quickly and a Drug Library Maintenance Program is the easiest way to keep your MRidium DERS drug library up to date. With an annual agreement, our team will partner with your pharmacy to update* your DERS drug library so the MRidium IV infusion pump can stay current without the headaches of budgeting and managing the changes all by yourself.

Clinical Applications Training

To promote safe and effective product implementations, IRadimed delivers two comprehensive clinical application programs: one for 'General Users' and an advanced program for 'Super Users'. We partner with you to provide the support and resources you need to help ensure your clinicians are effectively trained on the MRidium MRI IV infusion pump.



Partnering With Your Staff



Biomedical Technical Training

Take advantage of IRadimed's expertise to elevate the technical abilities of your in-house engineering team. Our biomedical training courses combine direct instruction with participatory exercises to enable your technicians to provide "first call" support for your IRadimed products helping reduce overall downtime.

MRidium[®] Maintenance Agreements

You care for the patients, we'll care for the MRI Infusion Pumps

No one knows MRI IV infusion like IRadimed. Our dedicated service team is renowned for keeping your MRidium infusion pump running at peak performance. We offer a comprehensive array of service offerings designed around your needs, so you can focus on patient care. We offer three levels of maintenance agreements to help you get the most out of your infusion pump. IRadimed maintenance agreements are backed by the trusted expertise of our support professionals. Our agreements help ensure repairs and system performance, while cutting through procedural 'purchase order' red tape and shielding your budget from unexpected expenses.

Drug Library Maintenance Agreement: *"I want a service to keep my MRidium drug library up to date"*

Product Maintenance Agreement: *"I want a service for when my MRI infusion pump needs repairing"*

Premium Maintenance Agreement: *"I want to maximize the performance and utilization of my MRidium system"*

	Drug Library Maintenance	Product Maintenance	Premium Maintenance
DERS Library Updates	2 DERS Library Updates* 25% off additional updates		2 DERS Library Updates* 50% off additional updates
Product Repairs		Parts Labor	Priority Repair (parts and labor)
Product Loaners		Loaner (as available)	Priority Loaner (as available)
Shipping Method		Ground Shipping	Expedited 2 Day Shipping (initial shipment)
Follow-Up Clinical Applications			25% Discount
Preventative Maintenance		25% Discount	50% Discount
Biomedical Technical Training			50% Discount

* IRadimed will enter updated hospital supplied drug library information to the DERS memory card.

