

Preventive Maintenance and On-Call Service



Here for L.I.F.E.

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Welcome



Here for L.I.F.E.

Since 1981, Canadian healthcare facilities have been receiving outstanding customer care in their dealings with Meditek.

Meditek offers several types of products and services. Surgical tables, surgical and exam lights, equipment booms and stretchers are just a few examples of the type of products Meditek offers. Services include Preventive Maintenance (PM), InSight (Equipment Assessments), and ReNew (Equipment Restoration Program).

Our expert technicians have decades of experience with equipment from the smallest manufacturers to the mainstream ones.

You care about your patients' safety and well-being. Our job is to help you facilitate that care to the highest standard, while exceeding your expectations.

Personalized care and support are the cornerstones of what Meditek is. Coast to coast territory managers are ready to assist you in any way they can. With every contact you will receive their full attention, vast medical products expertise and Meditek's commitment to provide you with a solution that fits your needs.

Our commitment to providing your team with the equipment they need in today's fast changing environment gives **Here for L.I.F.E.** real meaning!

Leadership. Innovation. Focus. Excellence.

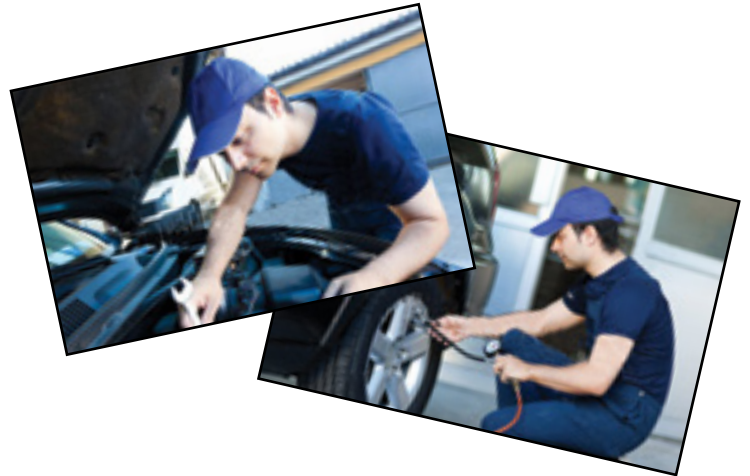
The Meditek Team



Preventive Maintenance

WHY PREVENTIVE MAINTENANCE?

Think of your healthcare equipment like your car. A car needs ongoing care and attention; and the more you drive it, the more attention it needs. Oil changes, topping up the windshield washer fluid, keeping the tires full of air and so on, are all the things we consider essential to keeping a vehicle in good working condition.



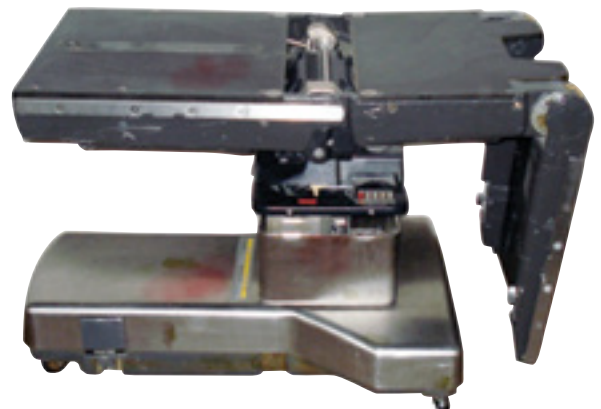
So, why don't we always think of our surgical tables or other equipment the same way?

Often we go for years without even stopping to think about what potential failures could be just around the corner with that equipment or any broken parts under the surface that we can't see.

Everyone knows how much disruption it causes when equipment suddenly breaks down and the lost revenue that usually results, which is exactly why we are here to help; by ensuring equipment remains in top notch working condition, so that you can focus on what you do without needing to spend time dealing with equipment problems. That's our job.

Our vision is to provide problem free operating environments which allow our customers to focus on delivering the patient care they are passionate about providing.

You are the experts at providing care for your patients and making them better. We are the experts at providing care for your equipment.



Preventive Maintenance

BENEFITS

Consistent maintenance that keeps equipment in good working condition and regularly “tuned-up” means that the lifespan of that equipment is going to be longer. It also means that capital dollars can be allocated to other areas.

It is called “Preventive” for a reason. So that potential breakdowns can be addressed and prevented before they happen, meaning less equipment downtime and fewer disruptions to busy schedules.



PREVENTIVE MAINTENANCE WITH MEDITEK

- ✓ Detailed reports after each visit that details all repairs and adjustments made as well as recommended service work that may be required.
- ✓ Regularly updated reports on all products that gives you a single snapshot of the condition of each piece (see ‘InSight’ on page 5 for more information).
- ✓ Access to some of the best technical experience and product advice in the industry.



PM Plans & Options

The following are Meditek's standard programs which can be customized to suit individual needs.

INITIALIZED CARE

- ✓ First year plan purchased with product from Meditek
- ✓ 50% of price of Preventive Care
- ✓ Two (2) annual maintenance inspections
- ✓ Parts included
- ✓ Service calls included

PREVENTIVE CARE

- ✓ Two (2) annual maintenance inspections
- ✓ 10% reduction off service parts, labour and travel for unscheduled service calls



BEST SELLER!

MANAGED CARE

- ✓ All inclusive plan
- ✓ Requires that equipment is new or has been on a Preventive Care contract for a period of a minimum twelve (12) months immediately prior to setting up
- ✓ Two (2) annual maintenance inspections
- ✓ Includes parts (excluding electronic componentry, consumables or wear & tear parts)
- ✓ Includes service calls (excluding repairs required as a result of damage or misuse)
- ✓ Includes travel

In addition to the above, with a Meditek PM Plan you will receive:

- ✓ Unlimited free telephone support
- ✓ Regularly updated InSight Equipment Assessment reports
- ✓ Detailed reports after each visit

ON-CALL SERVICE

Not currently setup with a Meditek PM Plan?

No problem! Give us a call, and we will dispatch a service technician to attend to your service issue.

Hospitals all across the country are utilizing Meditek for this valuable service to:

- ✓ Plan for upcoming product replacements
- ✓ Address critical service issues before they happen to avoid staff or patient injury
- ✓ Focus funds where they are most required

InSight - EQUIPMENT ASSESSMENT PROGRAM

Due to the ever growing complexity of healthcare products, facilities are not always comfortable whether they really know just exactly what condition their products are in. Meditek's unique Equipment Assessment Program (**InSight**) provides our customers with some of the best technical experience and knowledge available in the medical equipment industry, ensuring our customers get the information they need.

InSight is a service whereby our technicians will go on-site and do a thorough review of the products of your choice (this can be done after-hours to avoid downtime). During the inspection, the technicians will make detailed notes of everything they observe. Specifically, they will look for potential problems that could result in a breakdown.



MOST COMMON PRODUCTS

- | | | |
|------------------------------|------------------------|---------------------------|
| ✓ Surgical Tables | ✓ Surgical Lighting | ✓ Equipment Boom Carriers |
| ✓ Surgical Table Accessories | ✓ Washers/Disinfectors | ✓ Sterilizers |
| ✓ Anesthesia Machines | ✓ Hospital Beds | ✓ Birthing Beds |
| ✓ Stretchers | ✓ Warming Cabinets | ✓ Contact us for other! |

After all the information has been obtained, we compile a detailed report containing:

- ✓ Location of the product (e.g. room number)
- ✓ Estimated remaining lifespan and when to plan on replacing
- ✓ Detailed notes on the product such as service items to address
- ✓ Make
- ✓ Serial #
- ✓ Pictures
- ✓ Model
- ✓ Year
- ✓ Lash measurements

Room No.	Equipment Make	Equipment Model	Serial No.	Notes	Lash Measurements			Estimated Replacement Date
					Rotational	Trend.	Lateral	
O.R. 1	Shampaine	5100 B	AB1234567	<ul style="list-style-type: none"> - Picture # 1-1. - Serial number plate indicates a manufactured date of October 2000. - Base cover slightly damaged from leg section. (See picture # 1-2) - Main lift covers are twisted and dented causing them to move as table is raised/lowered. Advisory warning - continued movement could result in further cover damage and ultimately internal damage (e.g. hydraulic lines). (See picture # 1-3) - Hand control siderail clip is broken. Recommend purchasing new hand control to avoid accidental table positioning or damage to hand control that renders table inoperable. (See pictures # 1-4 and 1-5) - Headrest in bad shape, will hardly adjust when handle is engaged. - Foot section is starting to twist (likely due to hydraulic system). One of the rolling guide wheels is already protruding halfway out of section when put in full leg up section. Advisory warning - if this twisting continues, leg section support could potentially come right out of section resulting in leg section suddenly dropping and damage occurring to both equipment and patient. - All functions working. - Overall, table is in moderate condition and loose play is normal based on age of equipment. - Noted issues pointed out to Biomedical contact. - Advised that if/when table starts breaking down, repairs can be difficult and costly due to this model being discontinued and parts being difficult and expensive to obtain. 	Moderate	Moderate	Good	3 - 5 years
O.R. 1	Accessories			<ul style="list-style-type: none"> - Armboards in poor condition, several cogs broken. (See picture # 1-6). Visible rust on trigger handle and handle spring weak. - Gel pad positioner splitting open, infection control issue. - Recommend replacing above noted items. 				
O.R. 2	Amsco	1080 M	123456	<ul style="list-style-type: none"> - Picture # 2-1. - Surgical table was remanufactured by Meditek September 1999. - Surgical table is in very good overall condition. - Most sections are all tight with very little play. Trendelenburg, Leg and Flex functions have some play in middle range of positioning but this is normal wear and expected due to these positions being the most used. 	Good	Moderate	Good	5 - 8 years
O.R. 2	Accessories			<ul style="list-style-type: none"> - Armboards in very poor condition, RECOMMEND IMMEDIATE REPLACEMENT. Trigger handle springs are extremely weak and not engaging very well. Both armboards missing screws which could lead to armboards coming apart and possible patient injury. (See picture # 2-2). One armboard chipped (See picture # 2-3) 				
O.R. 3	Amsco	1080 M	B1234567	<ul style="list-style-type: none"> - Picture # 3-1. - Surgical table was remanufactured by Meditek January 1991. - Table is reaching the point of being very worn and recommend it be replaced as soon as possible. - All functions very loose with a lot of play. Removed side cover and gears are visibly moving against each other. Biomedical contact indicated this table would likely receive the most use as well as some of the procedures being orthopedics which would be contributing factors to it's current condition. Also indicated that it is used for eyes; having a stable operating surface for these types of procedures is crucial. Suggested switching this table with O.R. 2's if O.R. 1 is receiving the most use. 	Poor	Poor	Poor	0 - 12 months
O.R. 3	Accessories			<ul style="list-style-type: none"> - Cushions in very poor condition, RECOMMEND IMMEDIATE REPLACEMENT. There is visible staining and some seams are coming apart exposing the foam. High possibility of fluids ingress which is an infection control issue. (See picture # 3-2) - Armboards in very poor condition, RECOMMEND IMMEDIATE REPLACEMENT. The armboards in this O.R. are certainly the worst ones of all. Armboards can be freely rotated without even needing to disengage locking teeth. Siderail clamping mechanism is very worn and in one case the lip is completely sheared off meaning armboards can/will fall off of table without being released. (See pictures # 3-3 and 3-4) 				

Equipment in good working condition. Little or no immediate attention required.
 Equipment in moderate condition. Does not require immediate replacement but should be scheduled for replacement in the future.
 Equipment in poor condition and should be addressed in the near future.

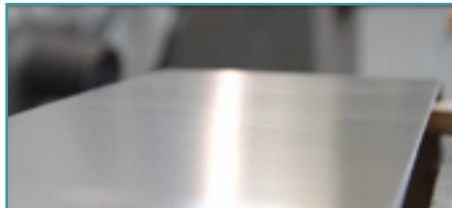


THE RENEW PROCESS:

- ✓ Remanufacturing is an extensive restoration process that rebuilds equipment back to as new condition.
- ✓ Equipment is repaired, rebuilt and restored to meet or exceed the Original Equipment Manufacturer's performance specifications.
- ✓ Remanufacturing of a surgical table is typically a 4 to 6 week process which takes approximately 120 hours to complete.
- ✓ Factory level trained technicians, each with over 20 years of personal experience with remanufacturing.



Disassembly



Painting & Refinishing



Parts Replacement



Final Assembly



Testing



Delivery

Equipment Restoration Program

WHAT DO HOSPITAL'S SEND THROUGH OUR RENEW PROGRAM?



Surgical Tables



Surgical Lights



Stretchers



Stirrups



Birthing Beds



Hospital Beds

WHY CHOOSE MEDITEK RENEW PROGRAM?

- ✓ Equipment is truly remanufactured to as new condition.
- ✓ Cost savings.
- ✓ Unmatched 2 year on-site parts and labour warranty.
- ✓ Maximize your budget.
- ✓ Environmentally responsible.
- ✓ Premium level of customer service and support.
- ✓ Maintain standardization and consistency of products.
- ✓ Assist developing countries – Meditek donates trade-in equipment.
- ✓ Factory representative product training.



Before



After

Equipment Details

Use this form to record details of any equipment you would like to speak with Meditek about.

Room No.	Equipment Make	Equipment Model	Serial No.	Year Manufactured

Notes

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Leadership. Innovation. Focus. Excellence.



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