Preventive Maintenance Offering for Your Synergy Integrated Visualization Suite

At Arthrex, we understand that the reliability of your operating rooms is essential to delivering uninterrupted patient care. A good defense is a strong offense, and that's why proactive maintenance of your Arthrex Synergy integrated rooms, including both hardware and software, is key to ensuring optimal performance and availability. By staying ahead of potential issues, our preventive approach helps minimize downtime, extend equipment life, and support seamless surgical workflows.

Key Features and Benefits

Maximize the performance and longevity of your integrated operating rooms with an annual preventive maintenance visit by a certified Field Service Technician. This proactive service ensures optimal system functionality, minimizes downtime, and identifies potential issues before they arise, giving you peace of mind and uninterrupted efficiency.

The following activities will be performed during the preventive maintenance check:

- Verifying cable management
- Fiber attenuation testing and cleaning
- Cleaning dust from products
- Inspecting camera light cords
- Inspecting all arthroscopes and endoscopes
- Inspecting camera heads and their couplers
- Inspecting wall plates and boom functionality
- Inspecting cart functionality
- Cleanup script of Arthrex Synergy consoles
- Updating NOR files of the consoles
- Updating monitor firmware versions
- Verifying the video consoles' auxiliary functions

As an added precaution, after the preventive maintenance check, our Field Service Technician will complete an Operational Verification form to ensure your integrated operating room is fully operational before leaving the site. The Synergy Integration Operational Verification is aligned with the Installation Qualification criteria.

Arthrex®

Coverage and Purchase Options

With an Arthrex Armour Integration Service Agreement, your facility gains the advantage of an annual preventive maintenance visit by a certified Field Service Technician, helping ensure optimal system performance and reliability. For multiyear agreements, you are entitled to one preventive maintenance visit per operating room per year, providing consistent care throughout the term.

If a service exchange becomes necessary, Arthrex provides an advanced replacement to prevent disruptions, covering all shipping costs for both replacement and return of hardware components. This agreement is designed to maximize system uptime, enhance operational efficiency, and support a seamless, dependable environment for your staff and patients.

For customers without an Arthrex Armour Integration Service Agreement, technical support, preventive maintenance, and software updates are available at a flat-rate fee. Pricing is determined by the Arthrex Field Service team based on the scope of service required and is billed on a per-incident basis.

How to Request a Preventive Maintenance

Customers with an Arthrex Armour Integration Service Agreement will automatically have a ticket generated for their preventive maintenance service.

Customers without an active agreement can still request preventive maintenance on a per-incident, billable basis by contacting the Global Service and Repair Support team at Support@arthrex.com.

Please contact us at ServiceAgreements@arthrex.com with any questions or requests regarding our service offerings.

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