Arthrex Armour

Technology Protection

Arthrex®

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

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

*Certified per design engineering requirements.


Synergy
TOGGLE
4K
GERMANY
1069407
Arthrex
Synergy
Arthrex
4K
ULTRA HD
Arthrex
Arthrex
Arthrex

With an Arthrex Service Plan You Will:

- Save money and ensure against costly, unbudgeted repairs
- Receive priority service
- Reduce downtime with advanced 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 Armour Service Plan Options

Arthrex Armour Core Protection
Arthrex Armour Core Protection provides our baseline service level support billed as per-incident. This option is available on all serviceable Arthrex products. A second option under the Core Protection plan is prepaid per-incidents for all scope product lines. With prepaid per-incidents, facilities can better forecast their operational budget through a bulk purchase.

- Advanced replacements
- Damage protection
- Free shipping of replacement
- 24-hour remote technical support and software updates

Arthrex Armour
Premium Protection
This level of Arthrex Armour provides total protection against product issues and incidental damage. Multiple payment options make an Arthrex Armour Premium Protection plan a budget-friendly solution that guarantees peak equipment performance and helps ensure maximum uptime.

- Advanced replacements
- Damage protection
- Free shipping of replacement
- Free return shipping
- 24-hour remote technical support
- Onsite Arthrex agency representative for immediate technical support
- Onsite software updates

Covered product lines:
- Arthroman™ display
- Synergy Vision™ imaging equipment
- Synergy*UHD4*™ camera system
- Synergy*ID*™ imaging system
- NanoScope™ system
- Synergy Insufflation™ console
- Scope product lines and accessories
- Video-integrated system and software
- Fluid and resection management equipment:
  - Synergy*RF*™ console and equipment
  - Synergy Resection™ console and equipment
  - Fluid management pumps, equipment, and carts
- Distal extremity equipment
- Hip Distraction System (HDS)
- Shoulder and elbow equipment:
  - Beach chair positioner
  - Shoulder Suspension System
  - TRIMANO FORTIS® support arm
- Endoscopic spine products

Arthrex Armour Titanium Protection
To resolve and prevent any possible technical challenge, Arthrex Armour Titanium Protection offers our most comprehensive service. Along with expert 24-hour remote technical support provided by our Technical Assistance Center, this tier features trained Arthrex agency personnel residing on location to provide immediate technical support. Layer this protection plan with Armour Premium to ensure the best customer experience possible.

- 24-hour remote technical support
- Onsite Arthrex agency representative for immediate technical support
- Onsite software updates

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.

Warranty Policy
For all warranty information, including disclaimers, exclusions, terms, conditions, and related provisions, refer to the Arthrex U.S. Product Warranty section of the Arthrex, Inc., website found 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.”[1]

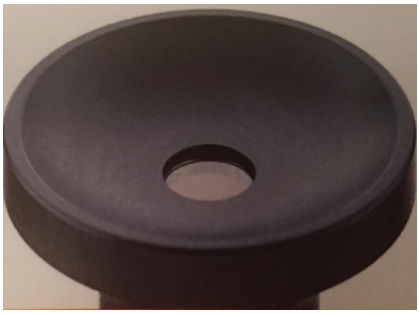
Impact of Using Third-Party Service Providers

- 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.
- The Arthrex warranty is void if the product has been modified or altered in any manner or if the product has been repaired, or attempted to be repaired, by anyone other than Arthrex.
- Third-party providers servicing health care facilities currently do not fall within the FDA’s jurisdiction and do not have to comply with FDA requirements.
- 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.

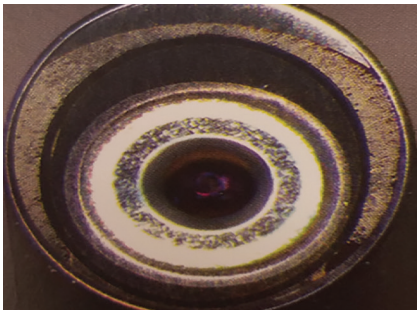
Using an unauthorized third-party service provider to service or repair Arthrex products voids all warranties and/or any purchased service programs. Please visit https://www.arthrex.com/corporate/arthrex-us-product-warranty for warranty details.

Identifying Third-Party Repairs of Optical Components

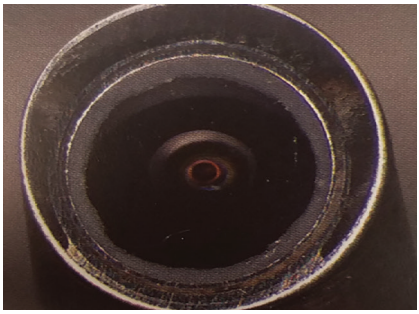
Original manufacturer
Eyepiece attached gap-free



Third-party repair
Gap formation as a result of nonoriginal component increases hygienic risks

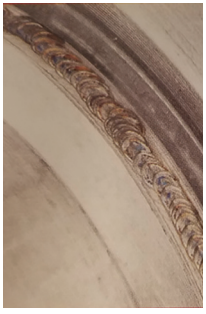


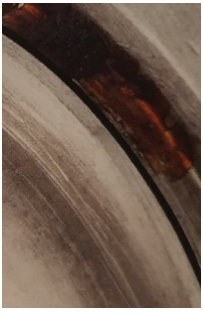
Original manufacturer
Objective lens within specifications



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

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

Reference

1. FDA Reauthorization Act of 2017 (FDARA). 21 CFR §820 (2016).

Arthrex®

arthrex.com