

Arthrex Armour

Technology Protection





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.



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 and is available on all serviceable Arthrex products and Synergy Integration™ preventative maintenance evaluations. Prepaid per-incidents are also available for all scope product lines, Synergy Vision™ consoles and camera heads, Synergy^{ID}™ consoles and camera heads, and Synergy^{UHD4}™ consoles and camera heads. With prepaid per-incidents, you can better forecast your 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^{Inflation™} console
- Scope product lines and accessories
- Video-integrated system and software
 - Annual Synergy Integration™ preventative maintenance

- 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.



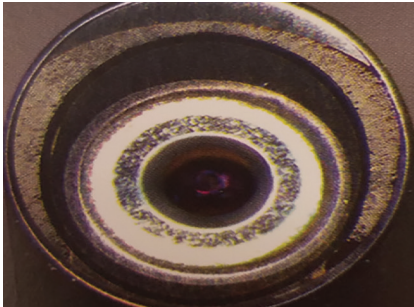
Identifying Third-Party Repairs of Optical Components



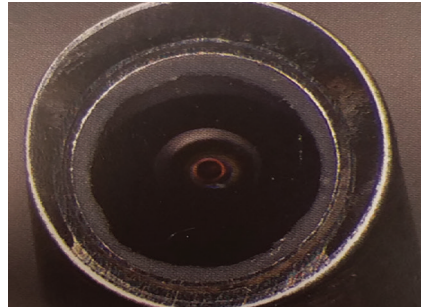
Original manufacturer
Eyepiece attached gap-free



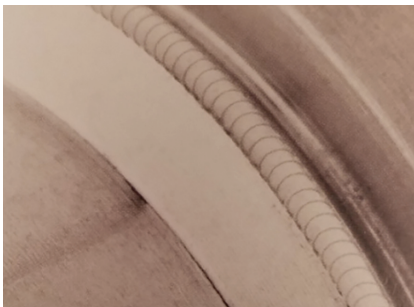
Third-party repair
Gap formation as a result of nonoriginal component increases hygienic risks



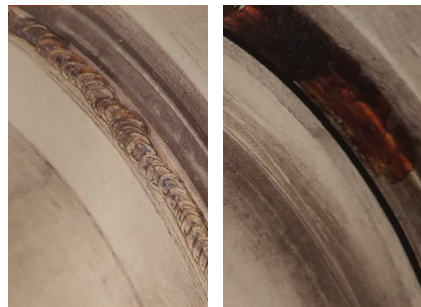
Original manufacturer
Objective lens within specifications



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).



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