

ANIMAL HEALTH

# Product Repair and Service Solutions



# Service + Support You Can Trust

## **NO ONE KNOWS MIDMARK PRODUCTS BETTER THAN MIDMARK.**

We make it our mission to thoroughly address customer needs and fulfill our commitments. When in need of a repair, customers may call Midmark technical support and we will try to correct the issue over the phone at no charge. If further assistance is needed, we will determine what part is required or recommend an onsite technician for additional diagnosis. Midmark-trained technicians possess the expertise required to promptly and accurately repair your equipment, minimizing downtime and alleviating concerns.

**We're here to help you get the most out of your Midmark products.**

### **Technical Phone Support – 1.844.856.1232, [animalhealthts@midmark.com](mailto:animalhealthts@midmark.com)**

Our dedicated team of technical support professionals provides remote product support including parts identification, documentation, service, warranty and more.

### **Onsite Repair – 1.844.856.1232**

When in need of a repair, call Midmark Technical Support to schedule a trained technician onsite.

### **Online Parts Store – [midmarkserviceparts.com](http://midmarkserviceparts.com)**

Shop thousands of service parts for a wide range of Midmark Animal Health products from accessories to repair kits and more.

**To order Periodic Maintenance and Extended Warranty Plans or for general inquiries, email: [serviceproducts@midmark.com](mailto:serviceproducts@midmark.com)**



## **Why call tech support?**

Our phone technicians expertly triage most issues over the phone or virtually using our app-free, remote visual assistance. We can text or email you a secure link that allows access to the camera and microphone on your device. Through this virtual connection, we can evaluate the problem in real-time, capture screenshots and identify the issue.

By talking with Midmark Technical Support first, most issues are resolved over the phone. For unresolved issues, they can schedule a repair visit for you with our nationwide network of trained technicians.





# Extended Warranty Plan



**Midmark extended warranty plans are an extension of the product's base warranty.** Extended warranty plans must be purchased when the product is currently within the base warranty period. The warranty can be extended to provide up to 5 years of coverage.



Scan to View Product Base Warranty

## EXTENDED WARRANTY PLANS\*

Plan Options	Midmark Mobile Dental Delivery Systems (AH9000)	Midmark 1000 Mobile Dental Delivery Systems (8000)	Midmark Steam Sterilizers (M9 and M11)	Midmark 250 and 255 LED Lights
<b>LABOR ONLY</b> The Extended Warranty Labor Plan is an extension of the base warranty and includes repair by a Midmark-trained service technician.	<b>INCLUDED:</b>			
	<ul style="list-style-type: none"> <li>• Travel Charges</li> <li>• Labor Charges</li> </ul>	Not Available	Not Available	Not Available
<b>PARTS ONLY</b> The Extended Warranty Parts Plan is an extension of the base warranty for parts.	<b>INCLUDED:</b>			
	Not Available	<ul style="list-style-type: none"> <li>• OEM Parts</li> <li>• Next Day Air shipping</li> </ul>	<ul style="list-style-type: none"> <li>• OEM Parts</li> <li>• Next Day Air shipping</li> </ul>	<ul style="list-style-type: none"> <li>• OEM Parts</li> <li>• Next Day Air shipping</li> </ul>
<b>LABOR AND PARTS</b> The Extended Warranty Parts and Labor Plan is an extension of the base warranty and includes parts and repair by a Midmark-trained service technician.	<b>INCLUDED:</b>			
	Not Available	<ul style="list-style-type: none"> <li>• OEM Parts</li> <li>• Next Day Air shipping</li> <li>• Travel Charges</li> <li>• Labor Charges</li> </ul>	<ul style="list-style-type: none"> <li>• OEM Parts</li> <li>• Next Day Air shipping</li> <li>• Travel Charges</li> <li>• Labor Charges</li> </ul>	<ul style="list-style-type: none"> <li>• OEM Parts</li> <li>• Next Day Air shipping</li> <li>• Travel Charges</li> <li>• Labor Charges</li> </ul>

Applicable products must be covered under the base warranty to purchase a Midmark Extended Warranty Plan.  
 \* Excludes handpieces, accessories and consumables.

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# Steam Sterilizer Periodic Maintenance Plan\*

Recommended annually, or every 1,000 cycles to help ensure uptime and avoid unplanned repairs.



Products shown are for illustration purposes. Eligible model numbers are included in the chart below.

Eligible Models	Included Parts	Operation Test and Inspection	Cleaning and Inspection
<ul style="list-style-type: none"> <li>Midmark Steam Sterilizers (M9-04x/M11-04x)</li> </ul>	<ul style="list-style-type: none"> <li>Door Gaskets</li> <li>Door Springs</li> <li>Chamber Filters</li> <li>Sight Drain Tube</li> <li>Speed-Clean (16 oz)</li> <li>Periodic Maintenance Checklist</li> </ul>	<ul style="list-style-type: none"> <li>Error Codes</li> <li>Wiring and Connections</li> <li>AC Inlet Cord</li> <li>Switches</li> <li>Latch</li> <li>Cams</li> <li>Motor</li> <li>Sensors</li> <li>Relief Valve</li> <li>Solenoids</li> <li>Tubing</li> <li>Optional VistaCool™</li> </ul>	<ul style="list-style-type: none"> <li>Chamber</li> <li>Chamber Trays</li> <li>Heating Element</li> <li>Water Sensor</li> <li>Temperature Probe</li> <li>Steam Block Gasket</li> <li>Reservoir</li> <li>Condensing Coil</li> <li>Fans</li> </ul>

\*Midmark Periodic Maintenance Plans include an inspection, testing, cleaning, replacement of maintenance parts. Plans can be purchased as a one-time service or as a multiyear plan consisting of one service annually.

# Mobile Dental Delivery Periodic Maintenance Plan\*

Recommended annually to maximize equipment uptime and prevent unexpected breakdowns.



Products shown are for illustration purposes. Eligible model numbers are included in the chart to the right.

## Eligible Models

- Midmark Mobile Dental Delivery Systems (AH9000-00x)
- Midmark 1000 Mobile Dental Delivery Systems (8000-00x)

## Included Parts

- Regulator Filter
- Regulator Bowl O-ring
- Air Intake Filter
- Muffler Filter
- Air Oil Separator Gauze
- Water Bottle Check Valves
- Water Bottle Seals
- Syringe Buttons
- Syringe Button Springs
- High-Speed Handpiece Gasket
- Low-Speed Handpiece Gasket
- Scaler Handpiece O-rings
- One Step Cleaner and Conditioner
- Periodic Maintenance Checklist

## Operation Test and Inspection

- Caster Wheels
- Water Leaks
- Air Leaks
- Foot Control
- Air Pressure (Air Regulator, High-Speed, Low-Speed, Scaler)
- Handpiece Water Flow (High-Speed, Low-Speed, Scaler)
- Handpiece Holder
- Handpiece Light Output

## Cleaning and Inspection

- Lower Compartment Filter
- Screen
- Air Regulator
- Air Tank

## Inspection

- Wiring and Connections
- Hardware
- Fasteners
- AC Inlet Power Cord
- Labels and Decals
- Fittings and Tubing

To order Periodic Maintenance and Extended Warranty Plans or for general inquiries, email: [serviceproducts@midmark.com](mailto:serviceproducts@midmark.com)



Designing better care.®

VistaCool™ Direct-to-Drain Cooling System for Autoclave Wastewater is manufactured by and a trademark of Crosstex International, Inc., a Cantel Medical Company.

Midmark is an ISO 13485 and ISO 9001 Certified Company. Certain products are not included. See the complete list at: [midmark.com/ISO](https://www.midmark.com/ISO)

For more information, contact your Midmark authorized distributor or call: 1.800.MIDMARK  
Outside the USA call: 1.937.526.3662 or visit our website: [midmark.com](https://www.midmark.com)

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