



## Product Repair and Service Solutions



# Service + Support You Can Trust

## NO ONE KNOWS MIDMARK BETTER THAN MIDMARK

Designing a better care experience starts with a better customer experience. At Midmark, we make it our mission to thoroughly address customer needs and fulfill our commitments. When in need of a repair, customers may call 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 have the skills necessary to repair your equipment the right way, the first time—that means less downtime and worry.



## The Midmark Way

**WE'RE HERE TO HELP YOU GET THE MOST OUT OF YOUR MIDMARK PRODUCTS.**

### **Technical Phone Support (1.844.856.1230)**

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

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

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

### **Onsite Repair (1.844.856.1230)**

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

### **Factory Repair + Certification ([midmarkserviceparts.com/services](https://midmarkserviceparts.com/services))**

Send in your Midmark® Digital Diagnostic product for a factory repair and/or certification.

**For more information, email us at: [ServiceProducts@midmark.com](mailto:ServiceProducts@midmark.com)**

# Midmark 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.



## ELIGIBLE PLANS FOR DIGITAL DIAGNOSTICS

The Midmark Extended Warranty Replacement Plan is available for Midmark® Digital ECG, IQecg®, IQvitals® Zone™ and Midmark® Digital Vital Signs Device.

## REPLACEMENT PLAN

The Extended Warranty Replacement Plan is an extension of the base warranty and provides two day shipping for replacement.

## ELIGIBLE PLANS FOR EXAMINATION CHAIRS, POWER PROCEDURE CHAIRS, LED LIGHTING AND STEAM STERILIZERS

The Midmark Extended Warranty Parts + Labor Plans and Parts Plans are available for Ritter® Steam Sterilizers and Lighting as well as Ritter® and Midmark® brand Barrier-Free® Examination Chairs and Procedure Chairs.

### PARTS + LABOR PLAN

The Extended Warranty Parts + Labor Plan is an extension of the base warranty and includes parts and repair by a Midmark-trained service technician.

### PARTS PLAN

The Extended Warranty Parts Plan is an extension of the base warranty for parts and is a great option for health systems that have their own bio-med services and do not need an onsite technician.

Included	Parts + Labor Plan	Parts Plan
OEM Parts	✓	✓
Next Day Air Shipping	✓	✓
Travel Charges	✓	
Labor Charges	✓	

Applicable products must be covered under the base warranty to purchase a Midmark Extended Warranty Plan. Either plan can be purchased as a 1-year to 4-year extension of the initial base warranty.

**For more information, email us at: [ServiceProducts@midmark.com](mailto:ServiceProducts@midmark.com)**

# Periodic Maintenance Plan

Midmark Periodic Maintenance Plans include an inspection, testing, cleaning and replacement of maintenance parts.

Ritter M9® + M11® Periodic Maintenance Plans are recommended annually, or every 1,000 cycles, to help ensure uptime and avoid unplanned repairs. This plan can be purchased as a one-time service or a multiyear plan.



Ritter M9 + M11 Steam Sterilizers

# Periodic Maintenance Plan Ritter® M9 + M11

## INCLUDED PARTS

- Door Gaskets
- Door Springs
- Chamber Filters
- Speed-Clean (16 oz)
- Periodic Maintenance Checklist

## OPERATION TEST + INSPECTION

- Error Codes
- Wiring and Connections
- AC Inlet Cord
- Switches
- Latch
- Cams
- Motor
- Sensors
- Relief Valve
- Solenoids
- Tubing
- Optional VistaCool™ Lines

## CLEANING + INSPECTION

- Chamber
- Chamber Trays
- Heating Element
- Water Sensor
- Temperature Probe
- Steam Block Gasket
- Reservoir
- Sight Tube
- Condensing Coil
- Fans

For more information, email us at: [ServiceProducts@midmark.com](mailto:ServiceProducts@midmark.com)

# Periodic Inspection Plan

Midmark Periodic Inspection Plans include an inspection, operational test, leaking voltage and ground fault test.

Periodic Chair Inspection Plans are available for Ritter® and Midmark® brand Manual Examination Tables, Barrier-Free® Examination Chairs and Procedure Chairs and are recommended annually to detect failures and avoid unplanned repairs.



# Periodic Inspection Plan Chairs + Tables

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## OPERATION TEST + INSPECTION

- Hand Controls
- Foot Controls
- Shrouds
- Active Sensing Technology®
- Crash Avoidance System
- Chair Rotational Brake
- Upholstery
- Labels
- Limit Switches
- Stirrups

- Drawers
- Heaters
- Accessories
- Scale
- Outlets
- Casters
- Wiring and Connections
- AC Inlet Cord
- Ground Resistance
- Touch Current

The periodic chair inspection will be performed by a Midmark-trained technician. This inspection is designed to detect failures and satisfy The Joint Commission accreditations annual testing requirements. This plan can be purchased as a one-time service or a multiyear plan.

For more information, email us at: [ServiceProducts@midmark.com](mailto:ServiceProducts@midmark.com)



Designing better care.®

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

For more information, contact your Midmark dealer or call:  
1.800.MIDMARK

Outside the USA call: 1.937.526.3662 or visit our website:  
[midmark.com](http://midmark.com)

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