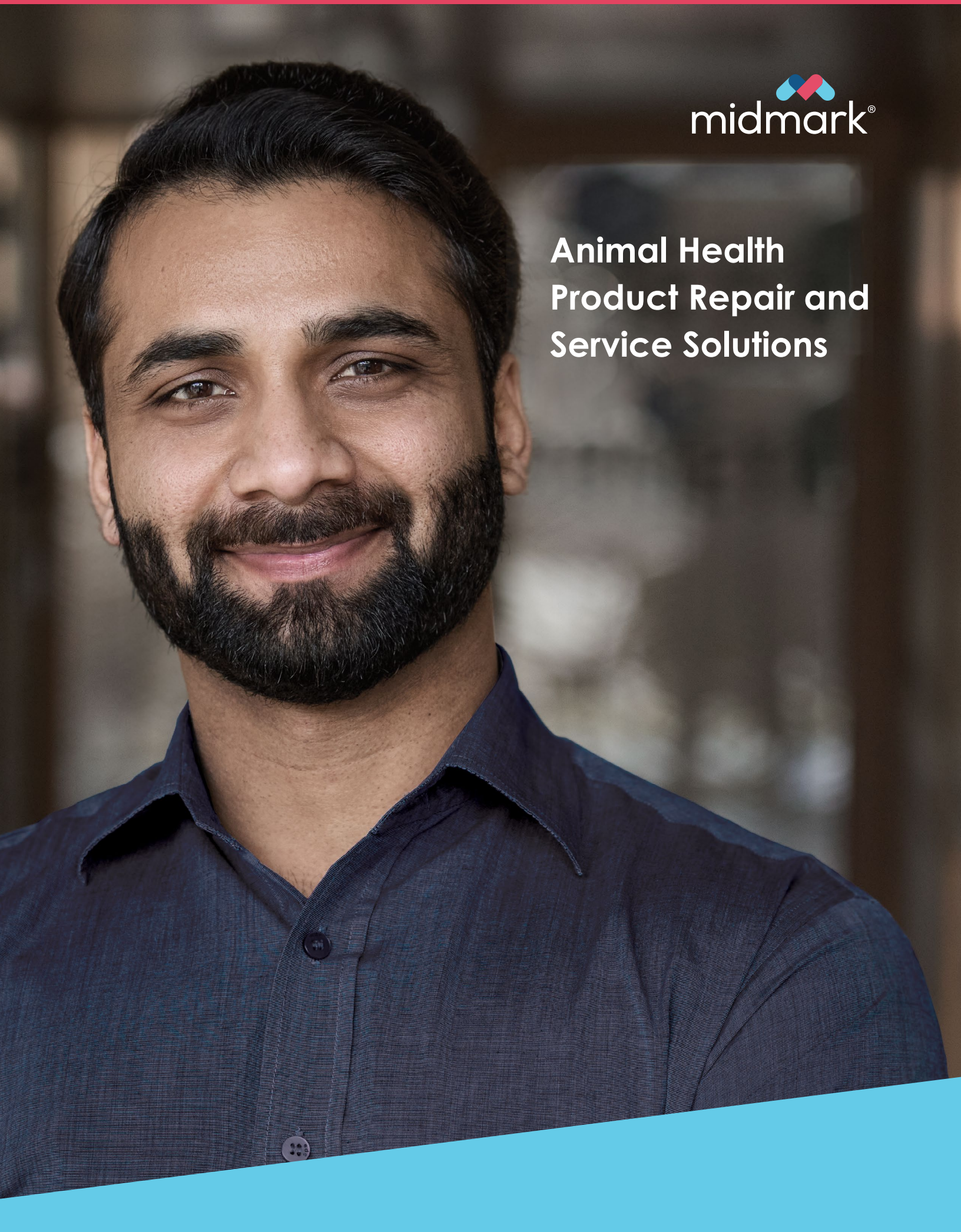

midmark®

Animal Health 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 factory-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 (1.844.856.1232)
Our dedicated team of technical support teammates provide remote product support including parts identification, documentation, service, warranty and more.

Online Parts Store (midmarkserviceparts.com)
Shop thousands of service parts for a wide range of Midmark Animal Health products from accessories to repair kits and more.

Onsite Repair
When in need of a repair, simply call Midmark Technical Support at 1.844.856.1232 to schedule a factory-trained technician onsite.

For more information, email us at: ServiceProducts@midmark.com

Periodic Maintenance Plan

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

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.

M9 + M11 Steam Sterilizers

Periodic Maintenance Plan

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

Periodic Maintenance Plan

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

The 1000 Mobile Dental Delivery System Periodic Maintenance Plan is recommended annually to help ensure uptime and avoid unplanned repairs. This plan can be purchased as a one-time service or a multi-year plan.

1000 Mobile Dental Delivery System

Periodic Maintenance Plan

1000 Mobile Dental Delivery System

INCLUDED PARTS
Regulator Filter
Regulator Bowl O-ring
Bronze Muffler
Muffler Filter
Air Oil Separator Gauze
Water Bottle Check Valves
Water Bottle O-rings
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

Cleaning + 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

OPERATION TEST + INSPECTION
Caster Wheels
Water Leaks
Air Leaks
Foot Control
Air Pressure (Air Regulator, High Speed, Low Speed, Scaler)
Hand Piece Water Flow (High Speed, Low Speed, Scaler)
Hand Piece Holder Hand
Piece Light Output

For more information, email us at: ServiceProducts@midmark.com

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 for up to four additional years beyond the one-year base warranty.

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.

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.

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

Extended Warranty Plans are available for Steam Sterilizers, LED Lights, and the 1000 Mobile Dental Delivery System. Applicable products must be covered under the base warranty to purchase an Extended Warranty Plan. This plan can be purchased as a 1-year to 4-year extension of the initial factory warranty. **(Includes models: 250, 255, M9, M11, and the 1000 Mobile Dental Delivery System)**

For more information, email us at: 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

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

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