

# Cellvizio<sup>®</sup> Service

Ensure the performance  
of your equipment



# Cellvizio® Service



## An offer designed to maintain and ensure continuous support of your equipment



Reliable experts dedicated to the maintenance of your Cellvizio system, to:

- Optimize the productivity of your system to ensure a continuity of care to your patient
  - Provide peace of mind when the unexpected happens
  - Ensure optimal system performance
  - Reduce procedure costs
  - Uninterrupted reliability and security
  - Assure compliance

### Phone support

Dedicated agents ready to answer your questions or help pre-diagnose any issue before your Field Service Engineer is deployed.



### Factory repair

Repairs done at our authorized facility where your system will undergo rigorous inspection and repair. Loaner systems available in some offerings.



### On-site support

Field Service Engineers are ready to support your facility by providing rapid repair and preventative maintenance inspections.



## Two, Tiered service contracts to meet your budget and keep your equipment running like new

Service Contract Offerings	Zen3	Zen1	Non-Contract
Customer service phone response time (9:00 am-6:00 pm ET M-F)	Within 6 Business hours	Within 18 Business hours	Within 24 Business hours
Preventive maintenance - Detect and identify anomalies before they impact equipment performances - Detect and identify anomalies before any key component failures may occur - Avoid unexpected downtime - Help predict technical issues	<b>1/Year Travel and lodging cost included</b>		\$4,500 Full Maintenance Including Detailed report
Continuous utilization monitoring Mauna Kea Technologies will provide, thanks to the log files analysis and preventive maintenance visits: - Probes usage report - Usage trend analysis - Service history report	<b>Included 2 reports / year</b>		Not included
Spare parts Included	<b>Included</b>	List price	List price
Laser coverage		<b>Included</b>	
Preventive maintenance kit (Consumables)			Not included
Labour			
Additional on-site education (Bio-Med & Nurse Education)			
Software updates		Not included	
Software upgrades: Additional functionality			
<b>Computer upgrade</b> Processor replacement after 3 years with ZEN 3			
<b>Hardware upgrades</b>			
Accidental damage (system only)			
<b>Probe accidental damage</b> Free for 3 replacements (maximum) with ZEN 3			
Loaner protection plan			
Loaner services (Extra fee apply and upon availability with Zen 3)	95%		
Material return & shipping charges If any equipment is to be returned to the service center, the Customer must comply with Mauna Kea Technologies RMA instructions.			
Uptime guarantee Mauna Kea Technologies is committed to ensuring the robust and reliable performance of its products.			



## Cellvizio® North America Service Support

With various levels of services, from hotline and preventative maintenance to utilization monitoring and software upgrades, Mauna Kea Technologies provides you **service offers tailored to your needs.**

### Customer support - Technical assistance:

[support@maunakeatech.com](mailto:support@maunakeatech.com)

North America

Ph: +1 (888) 590-1798

#### Intended use

The Cellvizio® Systems are regulated Medical Device, CE marked (Class IIa - NB : LNE/G-MED) and FDA cleared.

The Cellvizio 100 Series System with Confocal Miniprobes is a confocal laser system with fiber optic probes that is intended to allow imaging of the internal microstructure of tissues in anatomical tracts, i.e., gastrointestinal or respiratory, accessed by an endoscope or endoscopic accessories.

Please consult labels and instructions for use. These statements have not been reviewed, cleared, or approved by the U.S. FDA



Mauna Kea Technologies

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