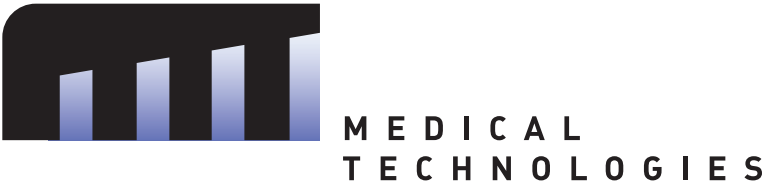


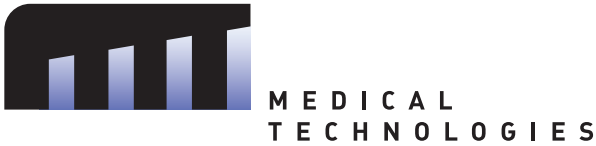
Frequently Asked Questions

<p>What is or isn't covered?</p>	<p>All equipment that is calibrated is eligible to be covered and must be listed on the contract. Medical Technologies will then calibrate and repair all equipment listed to keep it performing at the designed standards.</p>
<p>What happens if my equipment breaks?</p>	<p>Contact Medical Technologies at the Extended Care Service Plan hotline to make sure you receive the fastest possible response. First, we will work with you to resolve the problem online or over the phone. Then, to provide the fastest response possible, we will either provide a loaner piece of equipment so you can send us the defective equipment, or set up an onsite visit for the repair.</p>
<p>How do I call for help?</p>	<p>Just dial the Extended Care Service Plan hotline and your call will be answered by a representative who will promptly address your equipment issues.</p>
<p>Is the service always onsite?</p>	<p>Not necessarily. We realize the downtime is costly and intrusive, and it may be faster and more efficient to send your equipment in to Medical Technologies to repair. The service technician will work with you and advise you on how to proceed.</p>
<p>What if I have multiple issues?</p>	<p>All issues are covered for the equipment listed in the Extended Care Service Contract. Just call the hotline and we will take care of any and all equipment problems. Keep in mind the contract includes one onsite visit for calibration and one onsite visit, if needed, per year for repairs. Should you require more onsite work, you would be billed for the onsite visit but not for labor or parts.</p>
<p>Who will be doing the service?</p>	<p>Whether it is at one of the Medical Technologies facilities or at your site, the work will be performed by one of our NASED-certified technicians.</p>
<p>When does the program end?</p>	<p>The Extended Care Service Plan expires two years from the effective date. The contract can be extended for additional years so you can maximize the benefits of the locked-in prices.</p>
<p>What if my equipment can't be repaired?</p>	<p>Medical Technologies will exhaust all efforts to repair the covered equipment, including all manufacturer support available. In the event the equipment cannot be repaired, it will be removed from the Extended Care Service Plan and replacement purchase options will be presented.</p>



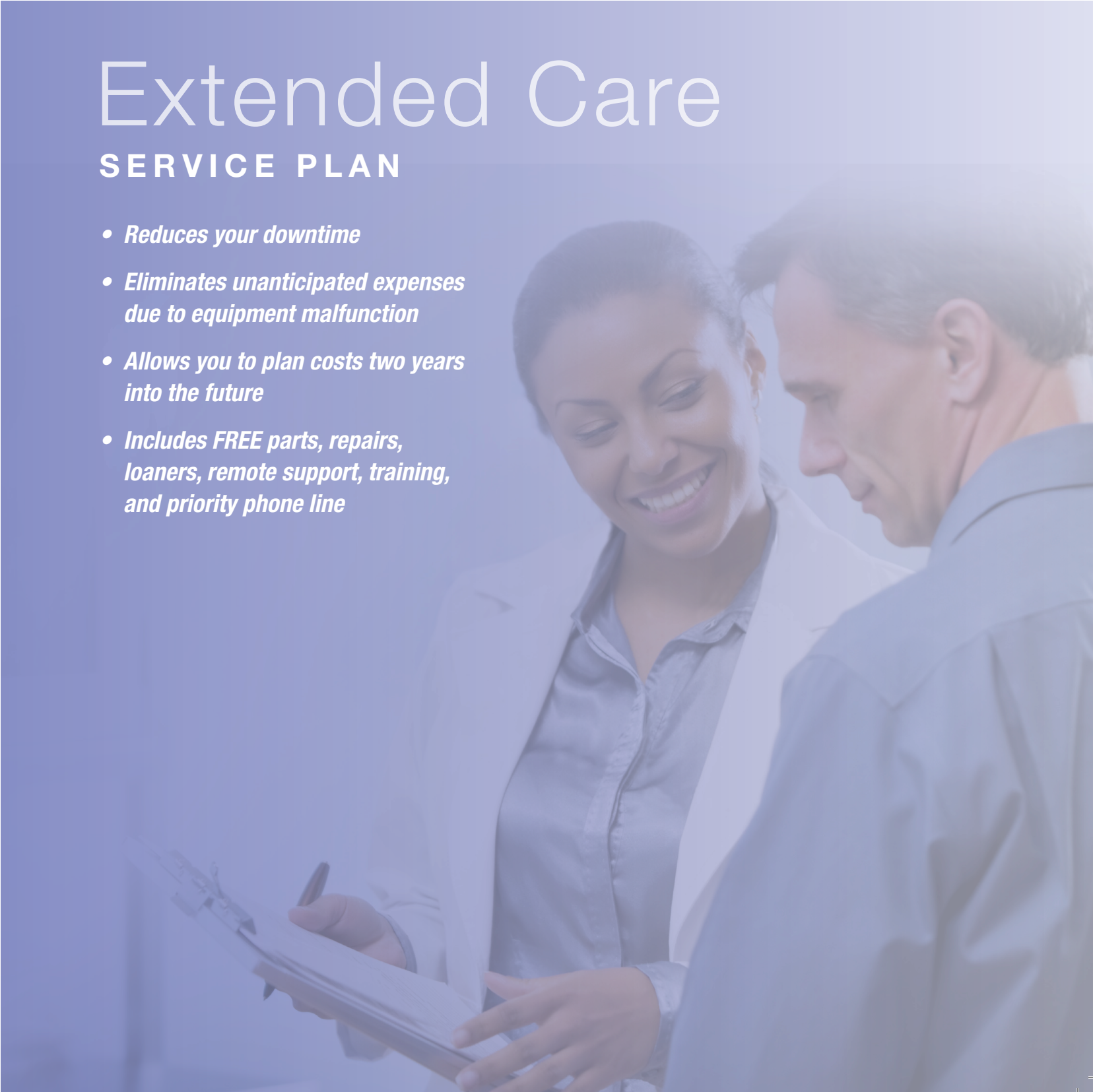
Extended Care SERVICE PLAN

- *Reduces your downtime*
- *Eliminates unanticipated expenses due to equipment malfunction*
- *Allows you to plan costs two years into the future*
- *Includes FREE parts, repairs, loaners, remote support, training, and priority phone line*



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 (800) 328-6709

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 (800) 899-7866



Extended Care SERVICE PLAN

Be worry-free FOR 2 YEARS

YOU'VE ASKED FOR IT...

Over the past 35 years, Medical Technologies has taken great pride in offering a variety of equipment to meet the diverse needs of our customers, combined with the highest standards of service available.

During that time, one of our strengths has been listening to our customers and offering solutions that address their most compelling issues.

When asking OUR CUSTOMERS what is most important regarding their equipment, here's what they said:

- *I need my equipment up and running at all times. Downtime can be costly because I can't see patients.*
- *If something does happen, I need a way to be back up immediately and I need it now. I don't want to have to wait for a technician to be available.*
- *I don't want to worry about these types of expenses. I'd like to make a decision and be done with it.*
- *I'd like to have predictable expenses I can plan for. We know we need to invest in purchasing and maintaining our equipment, but we don't like surprises.*
- *It's important to keep our costs down whenever we can, so unexpected price increases are not a challenge.*
- *When something happens, we don't know what the price will be, which makes controlling costs difficult.*

Based on these concerns, Medical Technologies has created an Extended Care Service Plan that's available immediately.

What do you get from us?

Medical Technologies' Commitments:

- Priority phone support and repairs
- Annual calibration service
- FREE repairs
- FREE parts
- FREE loaner equipment during repairs
- FREE remote support (online access)
- FREE training (onsite and online up to four hours per year)
- FREE onsite service call, if required
- DISCOUNTED consumables for covered equipment
- No price increases during agreement period

What do we ask from you?

Customer Commitments:

- Covering all eligible pieces of equipment in the practice for two years
- Shipping costs for all mail-in repairs and loaners

YEARLY INVESTMENT CALCULATOR – WHAT COULD YOU SAVE?

	CURRENT COSTS	Extended Care
Yearly Calibrations		
Onsite Calibration Fee		
Service Plan	N/A	\$125 per item
Priority Phone Support and Repairs	\$125 per event	INCLUDED
Remote Support (for PC-based equipment)	N/A	INCLUDED
Repair Labor	\$125 per hour	INCLUDED
Parts		INCLUDED
Training	INCLUDED	INCLUDED
Initial Onsite Repair Fee		1st Trip Included (if necessary)
Loaner Equipment	\$50 per event	INCLUDED
Consumables		DISCOUNTED
Yearly Totals		
ESTIMATED YEARLY SAVINGS		