

Q-CareSM

Service and Support Programs

Over 80% of Q-Care customers renew their programs

Peace of Mind

Because patient care is your focus, keeping your Quinton® and Burdick® equipment running smoothly is our focus. With Q-Care you have one less thing to worry about. Q-Care programs help ensure that your equipment is working properly and is ready when you need it.

Cost Control

We know that cost management is critical to the ongoing success of your facility. Unexpected repair costs can wreak havoc with your budget and keep you from achieving your goals. Q-Care programs help you control costs and mitigate the risk of expensive repair fees.

Protect Your Investment

Quinton and Burdick products are an excellent investment. When properly maintained, these products prove to be reliable decades after other manufacturers' products are replaced. Q-Care assures that your equipment is well maintained and your investment protected.

Customer-Focused Quality

Q-Care programs bolster our commitment to quality by providing you with the resources you need when you need them.

- Remote Support and Diagnosis
- Quick Access
- On Site Service
- Priority Response
- Technical Expertise
- Preventative Maintenance
- Software Updates



Remote Connectivity Support

Our remote connectivity support can increase your system up time and reduce response and resolution times. With remote support, our U.S. based, authorized Technical Support Technicians can share your customer's system desktop in real time to:

- Troubleshoot and resolve system issues
- Train clinicians on application usage
- Troubleshoot and resolve user workflow issues
- Download software updates or service patches

Discount on Supplies

Q-Care hospital customers get the additional benefit of discounted pricing when they order Quinton and Burdick supplies through our customer service department. This is another way we partner with you to help you save money on the supplies you use every day.

Quick Access

When issues arise, you need to talk to the right person right now. Our advanced call center technology helps ensure that you are speaking with a specialist trained on your product quickly.

On Site Service

Our field service technicians are factory trained to repair your equipment on site with some programs.

Priority Response

When your equipment goes down you lose your ability to work with patients. Q-Care customers get priority service – minimizing down time.

Technical Expertise

When issues arise, you need expert help. Our technicians are trained extensively on the product technologies and understand the

clinical environment in which you use these devices.

Preventative Maintenance

A little maintenance early can prevent problems down the road. Most Q-care programs include a maintenance inspection.

Software Updates

As medical technology continues to advance the latest software can be critical in keeping your equipment functioning properly. We provide software updates at no charge with some programs.

Choose the Program that Works for You

The plan that works best for another facility might not meet your needs. With Q-Care, you choose the plan that works best for you – giving you the right service level at the right price. For example, our First Response programs feature training and tiered response levels – the ideal choice for facilities with a biomed department.

	Software				Hardware				
Software Support	•	•	•						
Factory Repair	•	•	•	•	•				•
First Response	•	•	•	•	•		•	•	
Standard Q-Care	•	•	•	•	•	•		•	

*Remote support available for Quinton Q-Tel, Quinton Q-Stress, & Burdick Heartstride

Call your local service representative today at **1-800-426-0337** to help you select the program that meets your needs.

For more information you can also visit www.cardiacscience.com

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