

# E-Z-EM SUPPORT SERVICES

***E-Z-EM backs its award-winning family of Injector products with expert service, extensive support and training programs, and regular preventative maintenance. Find out how the same quality that empowers your scanner can provide the support you need. Speak to your E-Z-EM sales representative about:***

## ***Standard Service***

Designed for customers who desire comprehensive support, this full service agreement provides complete coverage, including; parts, labor, travel, emergency repair service, performance and reliability upgrades, and one (1) On-Site Preventative Maintenance visit.

## ***Factory Preventative Maintenance***

This service entitles the customer to one (1) Factory Preventative Maintenance. A replacement Injector is supplied on a loan basis while the customer's unit is serviced. The E-Z-EM Quality Control department completely tests the customer's unit, and specified components are replaced. System software is also upgraded to the latest revision, if necessary.

## ***On-Site Preventative Maintenance***

On-site visual inspection of the customer's Injector is conducted by an E-Z-EM Certified Service Technician. Inspection includes testing of all moving parts, general cleaning, and a field calibration test.

## ***Bio-Medical Engineering Training***

This 2-day course is held at E-Z-EM service headquarters where participants are given an in-depth overview of the *EmpowerCTA* Injector. The course includes a review of all internal components, diagnostic and repair procedures, and field testing. Attendees are also trained on how to perform periodic inspections and maintenance.

## ***Repairs - Time and Material***

Repairs and service are provided on request and at prevailing rates for time and material. These services are provided to those customers who choose not to participate in one of our other service programs.



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## ***Clinical Applications Training***

E-Z-EM Clinical Applications Training sessions are intended to provide extensive instruction on the clinical uses of *Empower* products. Programs are conducted at the customer's site unless otherwise noted. Attendees are eligible for ASRT Continuing Education Credits.

### **Topics covered during the sessions include:**

- Features and functions of your *Empower* Injector System
- Injection protocols, including phased injections for cardiac CT imaging
- Use of the extravasation detection accessory (CT injectors only)

## ***IRiS Maintenance Agreement***

*IRiS* (Injector Reporting information System) is a software application designed to turn your *Empower* Injectors into an integrated data management network. Ask your E-Z-EM sales representative how *IRiS* can help you:

- Network all *Empower* Injectors across your department, including offsite locations
- Capture and store all operational Injector data, including protocols, contrast usage, consumption rates and safety information
- Analyze suite productivity

### **The *IRiS* maintenance agreement includes:**

- 12 months of *IRiS* customer support and maintenance
  - Interim software updates and patches
  - Telephone technical support between 8:30 a.m. - 5:00 p.m. (EST), excluding weekends and holidays
- Service extensions for additional Injectors and site licenses also available.

***For more information about support services, including fees,  
contact E-Z-EM Customer Solutions at 800-544-4624.***

**ezem.com**



*Visualize a healthier world*

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