



BLACK
FOREST
MEDICAL
GROUP

DORO® MAINTENANCE SERVICE



*“Whatever the next surgery will bring,
your DORO® products will operate smoothly.”*

THE BEST TOOLS IN BEST HANDS

We truly believe that neurosurgeons all around the world are making a difference daily. We share their love for what they do as well as their sense for precision. Quality is in everything we do and we proudly stand behind our state of the art products that help them fulfill their tasks. Let us help you to make the difference.



“Preserve the high value of your DORO® devices by investing in the best possible maintenance service“

Matthias Schüle
Owner & Managing Director

DORO® products are engineered for daily use to help you perform at your very best. We provide the highest quality tools and services to ensure that your DORO® products perform as on day one. We offer dedicated DORO® Maintenance Bundles with every product we sell so that you may benefit from the best possible service directly from the manufacturer.

Besides reducing the risk of major repairs and maintaining a safe and reliable product, planned maintenance services will have predictable downtimes, which can be covered with DORO® loaner equipment. If you have your DORO® device serviced regularly, you will not only be compliant with certain national laws (e.g. MPBetreibV (DE), MepV (CH)) but you will enjoy working with it for a long time.

KEEP YOUR DORO® PRODUCTS IN GREAT SHAPE

In order to increase the product's lifetime and to reduce administrative efforts we offer **DORO®** Maintenance Plans: Silver, Gold & Platinum. All plans cover the essential maintenance work necessary to keep your valuable **DORO®** products in great shape. The Gold and Platinum Bundles offer additional premium benefits like an additional manufacturer's guarantee and faster turn-around times.

SILVER	GOLD	PLATINUM
Inspectional Tests Functional Tests Cleaning and Lubrication of Inner Parts Inspection Certificate	Inspectional Tests Functional Tests Cleaning and Lubrication of Inner Parts Inspection Certificate	Inspectional Tests Functional Tests Cleaning and Lubrication of Inner Parts Inspection Certificate
	ADDITIONAL BENEFITS	Exchange of Small Components Additional Six Month Manufacturer Guarantee for New Products Prioritized Turn-around Time
	Exchange of Small Components Additional Six Month Manufacturer Guarantee for New Products Prioritized Turn-around Time	ADDITIONAL BENEFITS
		Loaner Product Free of Charge Repair Time up to 0.5h included

Test Torque Pressure

Check Play

Test Locking Mechanism

Check and Clean Inner Parts

Check Smoothness of Running

Check Wear & Tear



MAINTENANCE EXAMPLE:
DORO® Skull Clamp Radiolucent

WHAT TO EXPECT ?

We take good care of your precious equipment. Every device sent in for maintenance will be marked and prioritized depending on its associated Maintenance Bundle. After performing inspectional and functional tests we will disassemble your product to thoroughly check and lubricate its inner parts. Then we test it again. We suggest further repairs if necessary. Once we are satisfied with the performance and overall condition of your product, we ship it back to you. As we proudly stand behind our products and services, you receive a maintenance certificate along with it.



EASE OF MIND

We check your equipment for external and internal damage. We conduct functional tests and verify operational status and recommend repairs if necessary. If your DORO® product is returned to you it will be the safe and reliable tool you require.



EFFECTIVENESS

To get the most out of your state-of-the-art equipment, you should invest in a continuous and regular inspection service. This ensures the best functional status of the device and enables you to plan the downtime of your products which, in turn, can be compensated with DORO® loaner equipment.



INCREASED PRODUCT LIFESPAN

Our expert staff cleans and lubricates the inner parts of your device. We exchange all small parts subject to wear and tear as necessary and do all the required work to keep your DORO® product running smoothly as on day one.



CERTIFIED SAFETY

We provide you with a certificate stating that your product has undergone comprehensive inspection and functional testing. This will not only show our common commitment to quality, it will also make you compliant to certain national laws ((e.g. MPBetreibV, §7 (DE); MepV, Art. 20 (CH)).



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