

DORO[®] PROTECTION PLANS USA



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

DEAR CUSTOMER,

Thank you for purchasing a DORO® products. You have made an excellent choice. We are driven to support you and your worldwide colleagues with the best cranial stabilization systems available.

A DORO® Protection Plan will help you keep the high quality and value of your products. Born out of the idea to provide a stress-free service, the Protection Plan will keep your products functional and you and your team happy with them for a long time.

As a DORO® Protection Plan customer, we got you covered:

- No need to remember your annual preventive maintenance dates – we will remind you
- No need to look for a loaner product – we will send you one for free
- Worried about proliferating service hours – you will be first in queue

We consider DORO® Protection Plans to be integral parts of our cranial stabilization solutions. A high quality service to maximize the value of your DORO® products. See how DORO® Protection Plans will perfectly complement your DORO® products.

We recommend to purchase a fitting protection plan together with your DORO® product of choice. Next to being the most cost-effective solution, having a protection plan in place right from the start will ease your mind.

Undecided at the time of purchase? No worries, you can always opt for a one or a three-year term contract at a later point in time.



DORO®

SERVICE REMINDER

Never miss your preventive maintenance intervals. Register now for the DORO® Service Reminder for free.



DORO® PROTECTION PLAN DETAILS

Preventive Maintenance

- Inspectional & functional tests
- Cleaning and lubrication
- Check wear & tear



Cost Efficient

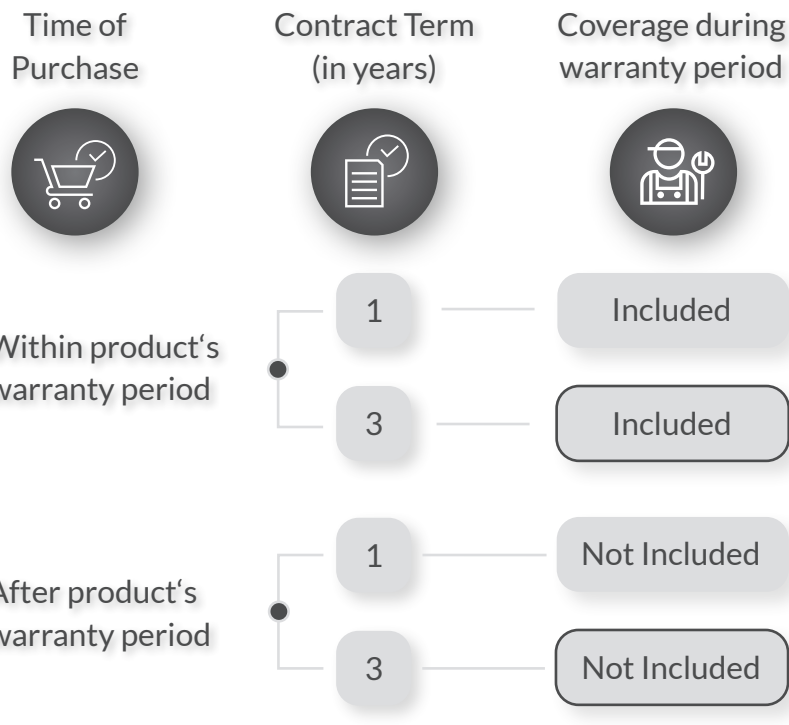
- Reduce risk of major repairs
- No labor costs
- 50% reduction of spare part cost

Premium Service

- Free loaner
- Free shipping
- Prioritized handling

Ease of Mind

- Certified safety
- Complimentary annual Service Reminder
- 3 years running time available on demand



GOOD REASONS

1 What are DORO® Protection Plans?

DORO® Protection Plans are one or three-year term contracts, which include a full service annual preventive maintenance of your DORO® Cranial Stabilization System conducted by the manufacturer.

2 My DORO® products are absolutely fine, work perfectly and are treated with care. Why should I send them in for preventive maintenance?

It is called preventive maintenance for a reason: An annual inspection

- is mandatory and keeps your products functional and safe.
- reduces the risk of major repairs, thus saving money.

3 How do I save money when signing up for a DORO® Protection Plan?

Next to a discounted price compared to the average price of a preventive maintenance offer, DORO® Protection Plan customers receive a 50% discount on spare parts if a repair is necessary. Additionally, the provision of a loaner product for the time of the preventive maintenance is free of charge. No shipping and handling fees, and a complimentary reminder service voucher complete the offering.

4 What are the main benefits of DORO® Protection Plans besides their price advantage?

DORO® Protection Plans will:

- ensure that your product works perfectly at any time thanks to the annual professional preventive maintenance.
- prioritize your product in the preventive maintenance queue.
- make your budget planning easier due to fixed annual rates.
- eliminate downtimes through a free loaner program.



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.

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. DORO® Protection Plans let you benefit from the best possible service directly from the manufacturer.

Besides reducing the risk of major repairs and maintaining a safe and reliable product, a planned preventive maintenance has predictable downtime, which we will compensate with free DORO® loaner equipment. If you have your DORO® devices serviced regularly, you will be compliant to manufacturer's requirements and you will enjoy working with these products for a long time.



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

Matthias Schüle
Owner & Managing Director

ADDITIONAL BENEFITS



RELIABILITY

We check your equipment for external and internal wear & tear. We conduct functional tests, verify operational status and recommend repairs if necessary. If your DORO® product is returned to you it will be the safe and reliable device 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. DORO® Protection Plans not only ensure the best functional status of the device, they also enable you to plan the downtime of your product which we will compensate with a loaner product free of charge.



INCREASED PRODUCT LIFESPAN

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



CERTIFIED SAFETY

We provide you with a certificate stating that your product has undergone comprehensive inspection and functional testing. This will show your compliance to our preventive maintenance requirements as well as our common commitment to quality.



pro med instruments – part of Black Forest Medical Group
Headquarters | Bötzingen Straße 86 | 79111 Freiburg, Germany
Phone +49 761 384 222 10 | Email info@blackforestmedical.com

US Subsidiary | 4529 S.E. 16th Place, Suite 101 | Cape Coral, FL 33904
Toll Free 877 225 4086 | Email info.us@blackforestmedical.com

Version 02 © 2021 pro med instruments GmbH, Freiburg, Germany.

All rights reserved. The DORO® Protection Plans are valid in the US only. The information provided was compiled with utmost care. Errors can, however, not be excluded. Errors do not entitle to any legal claims. We reserve the right to modify the products at any time.