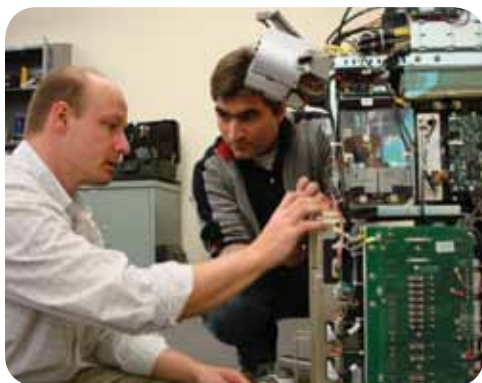




## Unparalleled Service & Support

Lumenis offers a wide range of services to support you after you have purchased your system.

- Largest independent medical laser service organization in the world
- Fully-trained experienced team of certified service professionals
- Proven customer satisfaction
- Up-to-date information ensures that your system stays in compliance
- Peace of mind with Certified Service
- Variety of Service Support Contracts available



Lumenis Certified Engineers are committed to a timely and effective response

## Certified Service Provides Peace of Mind

Lumenis Certified Service provides you with the highest quality, most comprehensive after warranty support options. Our fully-trained team of service professionals are dedicated to helping you. With Lumenis you enjoy all the advantages of full-service repairs, parts, labor, training, and peace of mind knowing that you are dealing directly with the factory. Learn more about available Certified Service Contracts.

- Emergency on-site and depot repair programs
- Guaranteed on-site response time
- Unlimited geographic coverage
- Manufacturer-certified and tested customer engineers
- Manufacturer-certified parts
- Loaner programs available for down systems
- Technical Support backed by Lumenis manufacturing, engineering, and research and development
- Technical documentation for safety, engineering changes, improvements, applications
- Toll-Free customer care response center hotline (877-LUMENIS)

## Variety of Service Contracts Available

We offer customized Service Contracts to meet your business needs and provide you with fast, high-quality, cost-effective service options. Our service plans are the only factory certified Service Contracts available for our systems.

- Premium comprehensive coverage
- Annual targeted repair coverage
- Standard mix and match build your own package
- Time-of-Service

USA Toll-free 1-877-LUMENIS (1-877-586-3647)  
or visit [www.lumenis.com](http://www.lumenis.com)

Our Help Desk provides you with a convenient way to access Lumenis world-class support services at competitive prices. Additional discounts for combinations of products and service levels are available.

#### Lumenis Global Sales Offices

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Email: [information@lumenis.com](mailto:information@lumenis.com)

## Ensures Your System is in Compliance

- All inclusive documentation and ISO 9001 certification
- Computerized individual equipment history reporting
- Manufacturer-assured quality equipment performance
- Service documentation provided to support your JCAHO maintenance requirements

## Benefits for Your Business

- Preventive maintenance increases machine uptime
- Loaner programs available on some systems keep you up and running
- Manufacturer-certified service protects your investment, avoiding any problems caused by substandard non-certified third-party parts and service providers
- Guaranteed on-site response time
- Parts on hand with your local engineer speed repair times
- Toll-Free Customer Care Response Center Hotline

## Financial Benefits

- Your service budget is more easily managed with predetermined, prepaid costs
- Plan ahead with multi-year agreements to guarantee a fixed price for service
- Simple to understand, flat-rate labor pricing
- Discount programs for multiple years and systems

**USA Toll-free:**  
**1-877-LUMENIS**  
**(1-877-586-3647)**

**Outside the USA:**  
Visit [www.lumenis.com](http://www.lumenis.com), click 'Contact Us' and select your country or perform a search to locate your local Lumenis representative.



AcuPulse