ExpertCare
Temperature Management Solutions
Technical Service

DEDICATION BEYOND DELIVERY
As a direct extension of the ZOLL corporate operations group, the ZOLL Service Team has exclusive access to software and instruments needed to calibrate and maintain your systems.
We recommend that PM be performed annually on ZOLL Thermogard XP devices to maintain original factory performance, ensure more hours of reliable use, and reduce long-term repair costs.

Only ZOLL can provide the following comprehensive PM services:

- Thorough visual inspection of the Thermogard XP console
- Cleaning and inspection of all console surfaces
- Cleaning of the pump housing, replacement of rotor guide rollers, tightening of all fasteners, inspection of system interlocks, sensors, and switches, and lubrication of mechanical bearings
- Inspection and replacement as required of air filter, coolant, internal filters, drip tray, cooling system insulation, and coolant cap
- Inspection and renewal of housing sealant and internal gaskets to help prevent moisture ingress
- Verification of power supply voltages and communication between the display and internal control processing units
- Downloading and analysis of system performance log files for errors and inconsistencies that could affect normal system functions and identify potential technical issues
- Calibration of temperature measurement sensors if required
- Testing and adjusting the refrigerant compressor pressure and expansion valve settings under different operating conditions, as needed
- Adjustment of the cooling fan speed to guarantee optimal system cooling performance
- Installation of available hardware and software upgrades to improve system functionality and stability
- Complete functional cooling and warming performance tests
- Electrical safety leakage verification per IEC 60601 and IEC 62353 standards

Unauthorized Repairs

It is important to understand that unauthorized repairs will void the ZOLL factory warranty and extended service contracts and could adversely affect system performance or reliability. ZOLL does not train or certify third-party companies to provide technical service on ZOLL Temperature Management Systems. Additionally, we do not sell spare parts from the factory to unauthorized third parties.

Trust your equipment to the people who know it best

As an ISO-certified facility, we are committed to providing the highest level of quality in the servicing of all ZOLL products.
Our Commitment

Our commitment to service and support extends well beyond the initial delivery of your equipment. As your trusted partner, we are committed to acting with the utmost integrity, delivering the highest-quality products and service, and challenging ourselves to exceed your expectations.

We provide unparalleled service to every customer, identifying potential issues before they arise to keep your equipment operating at the highest level.

Trust your equipment to the people who know it best

The ZOLL service team is ISO 13485 certified in the USA and Europe and follows applicable international medical device regulations and strict quality management system procedures. System electrical safety testing is performed in accordance with the latest IEC 60601 and IEC 62353 international standards. System performance testing is conducted using controlled, calibrated, and traceable test equipment.

NEED MORE INFORMATION?

24-hour Technical Support in North America:
877-225-7487, Ext 3
Service Programs and Questions: 815-508-8336
# The ExpertCare Advantage

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>ExpertCare SERVICE</th>
<th>THIRD PARTY</th>
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<tbody>
<tr>
<td><strong>TECHNICAL SUPPORT</strong></td>
<td>Direct access to highly trained and responsive ZOLL service engineers to quickly resolve your technical questions or problems</td>
<td>Service personnel not trained or authorized by ZOLL</td>
</tr>
<tr>
<td><strong>TMS SERVICE ENGINEER TRAINING</strong></td>
<td>ZOLL factory-certified field technicians are continually trained and certified on the latest ZOLL technology and products</td>
<td>No factory training or service certificates available from ZOLL</td>
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<tr>
<td><strong>SALES SUPPORT</strong></td>
<td>ZOLL Service works in direct partnership with your local ZOLL sales and clinical representatives to give you the best possible team support</td>
<td>No partnership with ZOLL</td>
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## MINIMIZE DOWNTIME

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<tr>
<td><strong>LOANER PROGRAM</strong></td>
<td>ZOLL provides fast delivery of a temporary loaner system if needed</td>
<td>No validated loaner program</td>
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<tr>
<td><strong>DEDICATED TRANSPORT</strong></td>
<td>ZOLL uses professional couriers and trained personnel to reliably transport and deliver your systems utilizing engineered, validated packaging</td>
<td>No certified transportation or logistics program</td>
</tr>
<tr>
<td><strong>GENUINE ZOLL SPARE PARTS</strong></td>
<td>ExpertCare Service exclusively uses ZOLL certified parts that can be promptly delivered to your facility</td>
<td>No access to genuine ZOLL replacement parts</td>
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## QUALITY

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<td><strong>PREVENTIVE MAINTENANCE</strong></td>
<td>By dealing directly with the manufacturer, you can rest assured that every PM is performed in accordance with ZOLL factory specifications and procedures that meet our highest standards</td>
<td>Maintenance programs developed independently without manufacturer involvement or equipment</td>
</tr>
<tr>
<td><strong>ZOLL TEST PROTOCOLS</strong></td>
<td>ZOLL service engineers have exclusive access to the latest versions of test protocols and calibration software to ensure optimal performance</td>
<td>No access to ZOLL protocols, calibration software, or special test equipment</td>
</tr>
<tr>
<td><strong>EVENT ANALYTICS</strong></td>
<td>ZOLL service engineers download and analyze system event data files to scan for potential hardware and clinical usage issues</td>
<td>No data file analysis capability</td>
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**Interested in our Service Programs?**

Contact your local ZOLL representative to learn more.