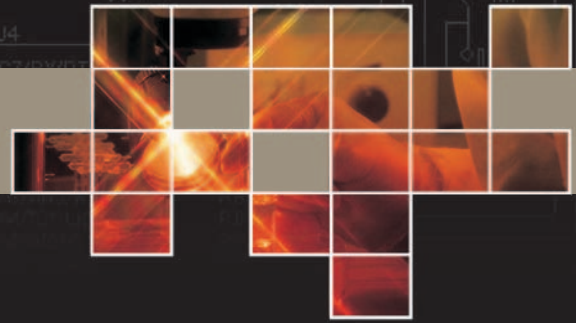


ENDURE MEDICAL

SERVICE PLAN



Maintaining the Highest Quality to Ensure Superior Patient Care

Surgical microscopes are substantial investments for every facility. Endure's comprehensive service plan will maintain optimal performance of your systems. Taking advantage of our expertise guarantees priority response and high-level, technical service. Keeping your microscopes in top condition eliminates unnecessary downtime and stress. Trust your equipment to our national network of trained, professional representatives to ensure the ultimate protection of your investment.

Features of Annual Service Plan Include

- One Preventive Maintenance Visit
- Guaranteed Priority On-Site Response
- Necessary Replacement Parts *
* Excludes Normal Wear Parts - See Terms & Conditions
- Full Labor Coverage as Required for Repair/Service
- All Travel Coverage as Required for Repair/Service
- Priority Technical Support and Response
- Overtime Rates Waived
- Unlimited Tech Support Phone Calls
- Priority Shipping of Required Parts
- Preferred Pricing for Ancillary Parts & Upgrades
- Phone Coverage Mon-Fri, 8am - 5pm Eastern
- Preferred Response & Pricing for Additional PM Visits

Zeiss® Components



Leica® Components



**For detailed information:
enduremed.com or call 800-736-3873**

Service Plans are not available for all product lines. Offerings are subject to change without notice. Please see your service agreement for specific terms and conditions.

MAINTAIN THE HIGHEST QUALITY TO ENSURE SUPERIOR PATIENT CARE

ENDURE's preventive maintenance visit is designed to keep your investment at maximum performance. Whether it's a high-end surgical microscope or a simple component, responsive service through our corporate office and national network of representatives ensures optimal functionality of your equipment. Routine service and inspection will help to lengthen the life of your microscope and increase uptime in the OR. Your focus needs to be on patient care - not equipment maintenance.

PREVENTIVE MAINTENANCE VISIT INCLUDES:

Check Alignment and Par-Focality	Clean Optics and Check Glass Surface Condition
Check Function of Zoom and Focus	Inspect Condition of Eyecups and Eyepieces
Inspect Light Delivery Through Optics	Check Mechanical Features of Optical Head
Check Intensity of Illumination	Check Function of Fans, Shutters, Filters
Check Lamp Changer/Back-up Lamp	Verify Light Output (voltage under load)
Inspect Fiberoptic Cable	Check Arm Movements
Check Balance and Adjust System if Required	Check Casters and Floor Brakes
Check Function of Couplings - Including XY	Inspect Safety Features and Condition of Covers
Verify Output for Motorized Features	Check Speed/Intensity Controls
Inspect Condition of Power Cables/Connectors	Inspect Condition of Power Box/Panel
Check Condition of Foot/Hand Control	Verify Function of Controls - Including Joysticks and Buttons
Inspect Condition of Camera, Cable and Adapter	Check Friction Controls and Rotation Stops
Check Picture - Including Color, Focus and Centration	Replace or Repair Defective Components

Each facility receives a copy of our completed Preventive Maintenance Checklist for each microscope system. This includes a listing of equipment by serial number, documentation of checks and inspections performed as well as any recommendations for each system.

CONTROL YOUR BUDGET - GAIN PEACE OF MIND

- Avoid the hassle of purchase orders and delayed approvals
- Realize the assurance of quality performance and optimized uptime
- Benefit from our large inventory of spare parts at priority pricing
- Fixed costs support your annual budget process
- Multi-year plans available to ensure long-term price protection
- A major failure costs significantly more than a Service Plan

TERMS & CONDITIONS:

1. Contract applies only to equipment/serial numbers as specified.
2. Photograph of equipment to be kept with contract for verification.
3. Endure reserves the right to substitute parts when OEM repair parts are not available.
4. Normal wear parts include, but are not limited to bulbs/lamps, fiberoptic cables, and rubber brake pads.
5. Repairs required as a result of abuse will not be covered under this agreement.
6. Endure will determine the best method of completing repairs. In some instances, a visit by service personnel may not be required. Components may be shipped to the customer for replacement, or items may be shipped to Endure for repair.
7. Only equipment found in Eligible Equipment list will be approved for a service contract unless agreed upon in writing by Endure Medical management.
8. Equipment must have a permanent location in an established medical facility.