



## Professional Services & Technical Support

***Working together with you to ensure you have the instruments necessary to care for your patients every day.***

At the heart of Fujifilm service you will find a dynamic combination of a dedicated Repair Facility in Wayne, NJ as well as our Service Partners located throughout the United States. We are committed to providing our customers with the highest level of service - promptly and cost-effectively.

### **Fujifilm's all-inclusive service deliverables:**

- Fujifilm will provide a Team of **Field Service Engineers** to support our customers' needs on site
- Fujifilm will provide a network of **Clinical Specialists** to support on site education
- Fujifilm will provide all parts and labor to repair the equipment to the current repair standard
- Loaner scopes are available for our customers
- Only OEM Fujifilm parts are used to repair Fujifilm equipment
- All Fujifilm repair technicians are factory trained
- Freight is provided both in and out for the repair
- Fujifilm will provide one (1) PMI per year on site for equipment covered under contract

***The very demanding nature of the endoscopy business requires that you have product available at a moment's notice. We at Fujifilm are here to make that happen for you!***