

VirtaMed Service & Support Packages

We offer several different levels of service and support packages tailored specifically to the needs of hospitals and training centers. Support packages provide you with completed coverage (and peace of mind) when it comes to protecting your investment and getting the most out of your simulator.

	Silver <i>Protect your investment</i>	Gold <i>Maximize your simulator potential</i>	Connect <i>Maximize convenience and data usage</i>
Technical Support			
Toll free phone support ¹	Monday-Friday, office hours ¹	Monday-Friday, 24/5	Monday-Friday, office hours ¹
Email inquiry response	Within 24 business hours	Within 6 business hours	Within 24 business hours
Remote online support sessions	Within 72 business hours	Within 24 business hours	Within 72 business hours
Software			
Free software updates	✓	✓	✓
Hardware			
Manufacturer warranty	✓	✓	
Free repair of platform, computer, and medical tools	✓	✓	
Free repair of anatomical model		✓	
Free repair or replacement of consumable parts ²		✓	
Mail-in repair service	✓	✓	At cost
Rapid exchange service		✓	
Annual remote check-up service		✓	✓
Training & Education			
Online login and course library		✓	✓
Online course management and student progress tracking		✓	✓
Data reporting and analytics		✓	✓
Introductory webinar and curriculum integration support		✓	✓
Loyalty Rewards			
Discount on future simulation modules ³	5%	15%	

¹ Excluding local holidays. For calls from the United States, Canada or any other country in the Americas, our US office hours are from 9am to 8pm Eastern Standard Time (EST). For calls from any other country in the world, our Swiss office hours are 8:30am to 5pm Central European Time (CET).

² Hip model inserts, knee/shoulder skins, intrauterine devices (IUD), and catheters and uterine inserts within reasonable quantities.

³ This discount applies during the term of this Support & Service Agreement only. Subject to the initial purchase amount. Special conditions apply.