

VirtaMed Service & Support Packages

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

	Manufacturer Warranty	Silver <i>Protect your investment</i>	Gold <i>Maximize your simulator potential</i>
Technical Support			
Toll free phone support ¹	Monday-Friday, office hours ¹	Monday-Friday, office hours ¹	Monday-Friday, 24/5
Email inquiry response	Best effort	Within 24 business hours	Within 6 business hours
Remote online support sessions	Best effort	Within 24 business hours	Within 24 business hours
Software			
Connect: cloud-based simulator management			✓
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		✓	✓
Rapid exchange service			✓
Annual remote check-up service			✓
Training & Education			
Introductory webinar			✓
Access to course & curriculum library			✓
Assistance with curriculum integration			✓
Ongoing training support <i>(One webinar per year of contract)</i>			✓

¹Excluding 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).

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