

SAPPHIRE SERVICE PROGRAMS

We are committed to improving customer satisfaction and reducing the total cost of ownership for your infusion devices

EXTENDED SERVICE PROGRAMS

Convenient service options that help you manage your fleet efficiently

Eitan Group offers a variety of Extended Service Programs to accommodate the needs of large and small organizations. The following service options were formulated to help you minimize downtime and reduce operational costs.



SELECT YOUR PREFERRED COVERAGE

Coverage	S1000	S1001	S1002	S1003	S1004
Warranty Repairs	✓	✓	✓	✓	
Annual Certification Supplies		✓	✓	✓	
Accidental Damage			✓	✓	
Preventive Maintenance				✓	✓

S1000 repair of devices that fail to meet specifications outside of original warranty period

S1001 (includes S1000) and adds annual certification supplies for your fleet of pumps

S1002 (includes S1001) and adds accidental damage coverage

S1003 (includes S1002) We will also perform the annual maintenance requirements for you in one of our world class service centers

S1004 We will perform the annual maintenance requirements for you in one of our world class service centers

CONTACT US TODAY TO LEARN MORE

877.541.9944 | 949.303.7845 | www.eitangroup.com
customerservice@eitangroup.com

EITANGROUP
Innovating Infusion

SERVICE TRAINING PROGRAMS

Quality & professional service that helps you manage your fleet efficiently

Service training programs are tailored to the existing capabilities of your facility. If you are a small organization with limited resources or a large institution with an existing biomed department, we have a solution for you.



SELECT A CERTIFICATION LEVEL

Certificate	Level 2	Level 1
Warranty Repairs	✓	
Annual Certification Supplies	✓	✓
Accidental Damage	✓	✓
Preventive Maintenance	✓	✓

TRAINING PROGRAMS

Fully independent - Level 2

Keep repairs and maintenance in-house to maximize control and minimize downtime.

We will provide you with manufacturer training and parts to maintain your fleet independently.

Fleet Maintenance - Level 1

Sapphire maintenance requires annual certification testing and a battery replacement every 2 years.

We will provide you with manufacturer training, certificate and parts. You will also receive access to the software tools and online Service Portal.

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