

SWISSLOG
HEALTHCARE
SOLUTIONS

CUSTOMER SUPPORT
BULLETINS



4-Inch TransLogic Pneumatic Tube System

- > TransLogic Universal Carrier
- > Carrier Liners & Cleanout Kits
- > Zip N' Fold™ Containment Pouches
- > Emergency Spill & Infection Control Procedures
- > TransLogic Station Access Door
- > Training, References & Manuals
- > Healthcare Industry Literature
- > Additional Customer Support Information

Customer Support:
(800) 396-9666

swisslog

Swisslog Customer Support Provides Ongoing, Comprehensive, and Complete Customer Backing



Customer Support Provides Many Services

Daily Customer Service Support

By calling our Customer Support Line you can request sales literature and technical documentation through our Fax-Back program, place or check the status of an order, return parts for credit or repair, request a spare parts list and more. Parts may be ordered with a minimum order value of \$75. For your convenience, MasterCard and VISA are always accepted.

On-Line Support

Our technical support engineers can access PC-based systems via modem, permitting rapid diagnosis of your system operation status.

Technical Support Phone Lines

Experienced technicians are available from 6:30 A.M. until 5:00 P.M. Monday through Friday to assist with your system questions.

After Hours and Emergency Technical Support

For after-hour or emergency service call (800) 396-9666. If needed, our technicians are strategically located throughout the country for dispatch.

Comprehensive Training Program

Train the Expert

Training begins at your office! After system installation, our staff will train members of your staff on-site to become experts. These staff members are then qualified to train your existing staff and new staff members.

Protocol Development

We work with you to establish and implement criteria which ensures that your facility complies with appropriate government regulations and that sound policies for use of the tube system are established for all departments. This program coincides with our *Train the Expert* program.

On-Site and Denver Based Training

We offer comprehensive week-long courses taught by experienced technicians either at your facility or at our Denver Corporate Training Center. Classes are conducted throughout the year presenting total service and operations of your system. For more information, visit our website at www.swisslog.com and click on our North America Technical Support Page.

Preventative Maintenance

Preventative Maintenance Agreements

Each program is tailored to your facility's specific requirements. All customers with a PMA receive discounts on parts. Typical agreements can include 24-hour phone assistance and maintenance visits scheduled to meet your needs.



For More Information in North America:

Swisslog Customer Support
Email: orderentry@swisslog.com
USA: (800) 396-9666 | Fax: (303) 373-7871
Canada: (877) 294-2831 | Fax: (905) 629-2799

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