

Swisslog Customer Support

4-inch TransLogic Pneumatic Tube System

Contents

- Eco-Seal Carrier[®]/Instructions
- Universal Carrier
- Liners/Cleanout Kit/Packaging
- Zip N' Fold[®]
- Emergency Spill Procedures/Infection Control
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- Healthcare Industry Literature
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swisslog

**Customer Support provides ongoing, comprehensive
and complete customer backing.**

Customer Support Line Provides Many Services

Swisslog customers benefit from all of the following services, simply by calling the toll-free number: 800-396-9666.

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. Parts orders totalling \$5,000 or more receive a 10% discount. For your convenience, MasterCard and Visa are always accepted.

On-Line Support:

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

Technical Support Phone Lines:

We staff our phones with experienced technicians from 6:30A.M. until 5:00P.M. Monday through Friday to assist you with your system questions.

After Hours and Emergency

Technical Support:

All Swisslog customers can utilize our free after-hour emergency hotline by calling 800-396-9666. We can also arrange to dispatch one of our 60 technicians, who are located strategically throughout the country.

Preventative Maintenance—A Cost Saving Program for You!

Because a TransLogic PTS will operate for extended periods, with little or no maintenance, it is natural to question the necessity of a PMA program. Eventually all mechanical systems require maintenance. The hidden cost of not performing proper maintenance is lost staff time to manually deliver items to their destination when the system is inoperative.

Preventative Maintenance Agreements:

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

The Most Comprehensive Training Program Available!

Train the Expert:

Training begins at home—your office! After the system is installed, our staff will train members of your staff on-site to become experts. These staff members are then qualified to train your additional existing staff or 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 goes hand in hand with our "Train the Expert" program.

On-Site & Denver Based Training:

We offer Comprehensive week-long courses taught by experienced technicians both at your facility or at our Denver Corporate Training Center. We conduct these classes throughout the year thoroughly presenting total service and operations of your system. To acquire more information, visit our website and click on Customer Support, then click training.

For more information, contact:

USA: 10825 East 47th Avenue, Denver, CO 80236; phone (800) 396-9666; fax (303) 373-7871
Canada: #7-1200 Aerowood Drive, Mississauga, Ontario L4W 2S7; phone (905) 629-2400
or visit us on the web at www.translogic-corp.com; email: info@swisslog.com

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