



Warranty and Service Plans

ISO 13485 CERTIFIED

American Medical System's quality system is ISO 13485 certified. This important quality standard ensures high quality in design, manufacturing and service. Our Customer Service Engineers follow specific procedures to ensure your system is thoroughly inspected, repaired and tested on every service call.

QUALITY WORKMANSHIP

AMS Customer Service Engineers attend regular training classes on servicing AMS equipment. They are equipped with the proper tools and specialized test equipment required to perform all needed maintenance of your system.

LESS PAPERWORK

There is no need to issue separate purchase orders for each preventive maintenance visit. There are no invoices to review for labor charges or parts replaced and no insurance claim forms.

AMS has three service plan options for you to choose from. These plans extend the protection of your capital investment and provide peace of mind.

 **GreenLight XPS™**
Xcelerated Performance System

 **GreenLight HPS™**
High Performance System

 **StoneLight™**
Laser Therapy

 **AuraXP™**
Laser Therapy

Rx Only

AuraXP,™ GreenLight HPS,™ GreenLight XPS™ and StoneLight™ are trademarks of American Medical Systems, Inc.
©2013 American Medical Systems, Inc.
All Rights Reserved. Minnetonka, MN 55343
AMSUS/BPH-00687/ June 2013
www.AmericanMedicalSystems.com 1-800-328-3881
U.S. Use Only

Below are three options to choose from that help protect your investment and provide peace of mind

	ONE YEAR WARRANTY	PLATINUM PLAN	GOLD PLAN	BRONZE PLAN
<p>Preventive Maintenance - Two planned visits are included and will be scheduled automatically.* We will perform all necessary performance verification tests and document the proper function and performance of your laser system. All parts for preventive maintenance are included. Our customer service engineers will also recalibrate your system to conform to AMS performance specifications.</p> <p><i>*The one year warranty consists of one installation and one preventive maintenance visit.</i></p>	●	●	●	●
<p>99% Uptime Guarantee - AMS guarantees 99% uptime for your laser system. If system downtime exceeds four days (1%) during the term of the agreement, the agreement will be extended by one month for each additional one day of downtime without charge.</p>		●		
<p>Technical Mini In-Service - An optional mini in-service is available at the time of your preventive maintenance visit. Your highly skilled customer service engineer will cover the operation and basic troubleshooting of your laser system with you and your staff.</p>	●	●	●	●
<p>Parts Replacement</p> <ul style="list-style-type: none"> - All parts for preventive maintenance are included. 	●	●	●	●
<ul style="list-style-type: none"> - All parts required for repair of the laser are included. 	●	●	●	
<ul style="list-style-type: none"> - A 10% discount is provided on parts required for corrective repairs. 				●
<p>Automatic Updates - All routine software and hardware updates are performed free-of-charge. AMS strives to keep your system up to current standards and operating on up to date system software.</p>	●	●	●	
<p>Repair Service - There is no limit to the number of on-site visits for corrective maintenance service during the agreement term. Service is provided between 8:00 am - 5:00 pm, Monday through Friday (excludes holidays).</p>	●	●	●	
<p>Overtime Coverage - No additional charges if work extends into evenings or weekend hours from the initial repair service call.</p>	●	●		
<p>24-Hr. Technical Support - Telephone response is available 24 hours a day, 365 days a year.</p>	●	●		
<p>Damage Protection - In the event your system is damaged due to fire, water, smoke or vehicular accidents and cannot be repaired within the normal scope of service in the field, AMS will provide a comparable loaner system for up to one month at no charge.</p>		●		

For additional information please contact your AMS Service Program Manager at 800-328-3881 x 3523.

