

DON'T TAKE RISKS



WITH NON-CERTIFIED CT SERVICE PROVIDERS

You can rely on Xoran certified CT service engineers

Xoran's service of MiniCAT, xCAT, and XoranConnect PACS is provided exclusively by full-time Xoran service engineers who are tested and certified under Xoran's strict quality and performance standards.

Xoran Customer Service Engineers undergo rigorous training in the proper service, maintenance, and repair protocols for Xoran's CT and XoranConnect PACS systems, including ongoing training for periodic product updates, upgrades, and new features. Currently, only Xoran Service Engineers are certified by Xoran to provide authorized service for Xoran's products.

Can you trust 3rd party non-certified CT service providers?



Tungsten Essential Service
MiniCAT™
Additional Parts and Labor (if required)
Not Included

Beware of non-certified CT service providers offering "discounted service deals" on Xoran's CT systems.

They lack proper training, certification, and access to current product specifications, service protocols, and OEM parts. Is it truly "service" that is offered or merely insurance? IMPORTANT: 3rd party service may adversely affect the functionality of your Xoran CT and XoranConnect PACS systems, and may cause you to incur unnecessary costs in obtaining product updates, upgrades, and new features.



IAC accreditation qualifies your CT and PACS systems, users, and your site for CMS and insurance reimbursement.

If your CT service provider is not certified by your CT OEM, you may put your IAC accreditation at risk.



FDA-cleared CT systems must meet Quality System Regulations to ensure their quality, safety, and effectiveness.

If your CT service provider is not certified by your CT OEM, the quality, safety, and effectiveness of your FDA-cleared CT system may be at risk.

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FACT CHECKER



QUESTIONS TO ASK WHEN CHOOSING YOUR CT SERVICE PROVIDER

1. certified OEM service

Employed, trained, and certified by CT manufacturer?
Trained by OEM on product updates and new features?
Access to current OEM specifications? Protocols?

2. what is included

Entire system fully covered under the service contract?
Service on all components or outsourced to 3rd parties?
Proof of vendor liability insurance?
Use current OEM service protocols? Current OEM parts?
Unlimited remote service and support?

3. expertise

In-house experts in CT? PACS? Outsourced?
Degreed engineers on staff?
Registered in your state to service CTs?
OEM-sponsored Educational, CME, and IAC
Training Events?

4. experience

Number of years in the business?
Number of CT systems sold in ENT offices?
Number of CT systems under service contract?

5. size of service team

How many dedicated service people are on staff?
How many employees are on staff?
Number of service staff scaled for multiple customers?

6. reputation

Track record of dependability?
History of consistent quality and timely performance?
Endorsed by your ENT colleagues?
Long-time supporter of AAO-HNSF and local
ENT educational events?

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