



OptiView Displays

Rapid Replacement Program

Skytron, in conjunction with OptiView, is implementing a worry-free, Rapid Replacement Program for all OptiView displays. This will cover both the Medical and Professional displays from the OptiView portfolio. This unique program will allow you to get a replacement display up and running in your facility within 72 hours of making the request. This rapid turnaround will help prevent extended periods of downtime in the operating room.



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Rapid Replacement Program

When selecting an OptikView Display for your facility, you will have the option to add the Rapid Replacement Program with the extended warranty during the quoting process. This program is a one-time charge that will cover the rapid replacement of Medical displays for five years and Professional Displays for three.



During the Rapid Replacement Program

- If something were to ever go wrong with your OptikView display, all you would need to do is call Skytron Customer Service, Technical Support, or submit a Support Ticket through the Skytron website
- Once the information has been collected about the display, the rapid replacement process will begin
- OptikView will provide an equal or better, refurbished* or new display in a certified travel case with a return ground service label
- Once the replacement arrives, you simply need to put the defective display in the travel case and use the provided return label to send the display back for evaluation

*Note, a refurbished unit will be a good working unit that may have some cosmetic defects.

If the customer does not ship the product within 5-10 working days, they will be billed for the full amount of the display, all accessories, one way of freight service, and \$2,500. Notification will be sent from OptikView before this is done.

Skytron provides safe and efficient healthcare solutions delivered through a local representative network that values long-term relationships and comprehensive service.

Focused on providing the highest quality solutions while delivering the lowest cost of ownership, we prioritize transparency and accountability in our actions.

To learn more, visit our website at www.skytron.com



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