

# TECHNICAL SUPPORT

*Better Answers for Better Care*



# BOMImed TECHNICAL SUPPORT

With today's highly sophisticated Anesthesia, Respiratory, Infant Warming Therapy and Monitoring equipment, we want to ensure you get the best service possible. Our technical support team undergoes continual factory level training and refresher courses to stay current with changing technologies. With technical support strategically placed across Canada and our extensive parts inventory, BOMImed Service offers prompt professional service for all equipment sold by BOMImed.

## Choose BOMImed Technical Support for:

Trained and Certified Technicians (Hamilton Medical, Mindray, ATOM, MIPM)

Award Winning Service

Canada Wide Coverage

Authorized Repair Centre

Live Chat, connect with one of our Technical Support Representatives online,

<http://www.bomimed.com/en/service>

Service Portal access with latest software updates & technical manuals,

<http://www.bomimed.com/bominet/bominet-home/login>

## Contracts Available

Anesthesia Equipment	Parts only contract*	PMS kits only contract*	Preventative Care w/parts contract**	Total Care contract***	Extended Warranty***
Mindray A5, A7	X	X	X	X	X
Heinen & Lowenstein Leon, Leon Plus	X	X	X	X	
<b>Respiratory Equipment</b>					
HAMILTON G5, C1, C2, T1, MR1	X	X	X	X	X
Heinen & Lowenstein Leoni Plus	X	X	X	X	
<b>Warming Therapy Equipment</b>					
ATOM Dual Incu I, Infa Warmer, Incu I	X			X	X
Joey	X				X
<b>Monitoring Equipment</b>					
Mindray Accutorr Series, Passport Series, V-Series	X			X	X
MIPM TeslaM3, TeslaDuo	X			X	X

\*Hospital personnel must attend and pass applicable Biomedical Training course for parts only/PMS kit only contract.

\*\*Preventative Care w/parts, travel is extra - available in 1 or 2 visits per year.

\*\*\*Labour and parts included, travel up to 100 km included, all disposable/consumable parts NOT included.

## We have an extensive inventory of:

OEM Parts

High Pressure Hoses

SpO2 Probes

ECG Cables

Oxygen Sensors

# SUPERIOR EDUCATION TRAINING

## *BOMImed In-house Technical Service Training*

Learn how to perform mandatory preventative maintenance tasks, test software, calibrate and repair devices sold by BOMImed.

## *Online refresher training - convenience and flexibility at anytime, from anywhere*

On-site training available upon request, saves travel costs.



BOMImed Technical Support Representatives are available 24 hours a day in their associated regions.

Through our commitment to continued technical support and superior customer service, we have firmly established ourselves as a leader in the health care industry.

**Better Answers for Better Care!**

BOMImed's head office is strategically located to ensure a short delivery time for replacement parts.



**TECHNICAL SUPPORT DEPARTMENT**

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