

Sensor SafeSM

for VetPro[®] DR
Sensor Systems and
VetPro[®] Complete
Sensor Systems

Sensor SafeSM is a comprehensive extended care program for VetPro[®] DR sensors. With the purchase of Sensor SafeSM, a VetPro[®] DR sensor is covered for failure or malfunction due to accidental damage for a period of five years. If a VetPro[®] DR sensor fails while under the program due to accidental damage during years one through five, a replacement sensor* can be purchased at Sensor SafeSM Replacement Pricing. The Sensor SafeSM Program includes priority replacement sensor processing and shipment.

If a VetPro[®] DR sensor fails during the original factory two-year warranty period due to malfunction or manufacturing defect, the VetPro[®] sensor will be replaced through the standard warranty policy. If a sensor under the Sensor SafeSM Program fails during years three through five due to malfunction or manufacturing defects, a replacement sensor can be purchased at Sensor SafeSM Replacement Pricing.

Sign up for Sensor SafeSM must be done within the first 60 days of the VetPro[®] DR or VetPro[®] Complete purchase for a one-time payment of \$1,285 per sensor. The Sensor SafeSM Program covers the following occurrences:

- Accidental breakage or denting of the sensor cover
- Accidental breakage or damage to the sensor cable
- Accidental damage**
- Unusual wear and tear



Sensor SafeSM Program Pricing

SS-630 \$1,285 per sensor

Sensor SafeSM Replacement Pricing

		Retail	Sensor Safe SM Price
XSVS-01-S	Size 1 sensor 3 m (for VetPro [®] DR)	\$8,573	\$2,950
XSVS-02-S	Size 2 sensor 3 m (for VetPro [®] DR)	\$9,993	\$3,620
XSVN-01-S	Size 1 sensor 0.9 m (for VetPro [®] Complete)	\$8,573	\$2,950
XSVN-02-S	Size 2 sensor 0.9 m (for VetPro [®] Complete)	\$9,993	\$3,620

How to Use the Sensor SafeSM Program

- Call us at 1-800-MIDMARK, option 3 (Animal Health), option 1 (Technical Support), then option 4 (Sensor Safe) for assistance. Frequently, operation can be restored with guidance from our staff of technical advisors.
- Should sensor replacement be necessary, a replacement order will be processed. Our Sensor SafeSM Customer Service team will collect and process your payment including taxes where applicable.
- The replacement sensor will be shipped to the clinic address on a priority one basis.
- Orders received after 3:00 pm Eastern time will ship the following business day.
- The package will contain the replacement sensor, installation instructions and support contact information. Sensor installation assistance requires an appointment. Please contact Midmark Animal Health Technical Support.
- Return of the damaged sensor must occur within 5 business days.

How is this different from the standard warranty?

- Sensor SafeSM replacements do not extend the original warranty and are not transferable.
- The Sensor SafeSM Program membership provides for a replacement sensor purchased at a discounted cost when the defined failures are not covered by the original warranty.
- The Sensor SafeSM Program also places a priority for replacement and evaluation of sensors which may need to be replaced due to manufacturer's defect or workmanship.

How many years is the program valid?

The Sensor SafeSM Program is valid for the first five years of ownership and must be initiated within the first 60 days of the sensor purchase.

***What is the composition of the replacement product?**

Sensor SafeSM replacement product is defined as refurbished and may or may not incorporate a percentage of previously used components. Replacement products have been refurbished by Midmark Corporation to the same specifications as new or unused products.

****What damage is not covered?**

Sensors that have been soaked in corrosive liquid, such as bleach or alcohol, and USB connectors that have been soaked in any liquid are not covered by the Sensor SafeSM Program. Improper disinfection techniques, such as steam or heat sterilization, are not covered by the Sensor SafeSM Program. Please see the "VetPro® DR User Guide" for sensor care, cleaning and disinfection procedures.

How will the replacement parts be sent?

Upon collection of payment information, the replacement parts will be sent by a priority one shipping method.

When will replacement parts be sent?

Orders placed before 3:00 pm Eastern time will ship the same business day. Orders received after that time will ship the next business day.

What will the clinic receive?

The package will contain replacement components, installation instructions and support contact information for additional assistance. Sensor installation assistance requires an appointment. Please contact Midmark Animal Health Technical Support at 1-800-MIDMARK.

What happens if the original sensor is not returned within 5 business days?

The clinic will be invoiced for the remainder of the full retail price.

Who do I contact for questions?

Call us at 1-800-MIDMARK, option 3 (Animal Health) then option 2 (Customer Service) or VetCS@midmark.com, Monday through Friday from 8:00 am to 5:00 pm Eastern time.