

Arctic Sun™ Stat Temperature Management System



Arctic Sun™ Service

A range of service plans designed to ensure that your Arctic Sun™ Stat Temperature Management System is well maintained.



Service plans

In addition to the one year manufacturer's limited warranty, service plans are available for purchase. A range of options are available so you can choose the option that best fits your budget and Biomed capabilities.

Platinum Service Solution

- Unlimited number of repairs including parts and labor
- Use of Loaner Product during period of repair
- No shipping charges related to servicing activities
- 2,000 Hour Maintenance included. BD will provide a Loaner product during maintenance service
- Limited Accidental Damage Coverage; up to \$2,000 per year

Gold Service Solution

- Unlimited number of repairs including parts and labor
- Use of Loaner Product for \$800 per service or maintenance event which includes one-way shipping
- One-way shipping* of Customer Product back to the Customer at the completion of any service and repair activity; Customer is responsible for one-way shipping to the BD service and repair center
- 2,000 Hour Maintenance Included, no Loaner Product provided

Silver Service Solution

- 2,000 Hour Maintenance Included, no Loaner Product provided
- One-way shipping* of Customer Product back to the Customer at the completion of any service and repair activity; Customer is responsible for one-way shipping to the BD service and repair center
- Use of Loaner Product for \$800 per service or maintenance event which includes one-way shipping

*Terms and conditions apply.

2000 hour service

For devices not covered under a service plan, three key components will need to be assessed every 2,000 hours of use. This includes the servicing or replacement of these key components and as well as calibration.

Components serviced:

- Mixing pump (1)
- Circulation pump (1)
- Heater (1)

Price: \$5,000.00**

Calibration/Test unit (CTU) preventative maintenance

Every two years, your CTU must be sent in for calibration. Price: \$800.00**

**Shipping not included

Price: \$800.00**

Please consult package insert for more detailed safety information and instructions for use. Federal Law (USA) restricts this device to sale by, or on the order of, a physician.

Medivance, Inc.
321 South Taylor Ave, Suite 200
Louisville, Colorado 80027 U.S.

Customer service phone: 1.844.823.5433
Customer service fax: 1.800.852.1339
Urgent clinical support: Call 866-840-9776
Email: arcticsun@bd.com

medivance.com

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