

RICHARDSON PARTS PROGRAM

READY-TO-SHIP INVENTORY + SERVICE TRAINING
TECHNICAL SUPPORT + 24/7 PARTS HOTLINE + EXCLUSIVE QA3 PROCESS

PARTS AND TRAINING PROVIDED BY



**International
Medical**
EQUIPMENT & SERVICE
A Division of Richardson Healthcare



COMPLETE SUPPORT FOR YOUR TOSHIBA AND PHILIPS PARTS NEEDS

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Making your team
stronger and reducing the
cost of imaging service





PARTS24|7
HOTLINE
(704) 739 3597 x3

READY-TO-SHIP INVENTORY

- » Tested parts, carefully packed as new, on a shelf and awaiting your call.
- » 24,000 sq. ft. of climate-controlled space.
- » Full Toshiba CT parts availability - now including the Aquilion PRIME
- » CT Tube solutions from Richardson Healthcare, including the ALTA750™
- » Philips Brilliance 6 through 64-slice now available.
- » Forward-stocking locations to get parts to your site faster

QUALITY ASSURANCE

- » For each part on our shelf, we run the industry's most demanding testing protocol - and then we run it twice more for a total of **3 TIMES**.
- » If a part doesn't fail during our **QA3** process, it certainly will not fail at your site.

CUSTOMER SERVICE

- » Our dedicated Team is available to you around the clock.
- » Talk to someone who understands your needs and cares about your success.

TECHNICAL SUPPORT

- » Our experts are available to help troubleshoot, walk you through complicated service procedures, or clarify compatibility issues.
- » Just a phone call away - knowledge from more than 75 years of OEM experience.

SERVICE TRAINING

- » Comprehensive two-week program with split scheduling and customizable curriculum available.
- » As a past student said, "I learned more here in one day than I did in a week at other courses."
- » Every platform side by side, including all generator and console types.
- » Tuition credit or reimbursement through parts purchases.
- » Ongoing free technical support to help graduates in the field.



INTRODUCING **P3** PREFERRED PARTS PARTNERSHIP

A P3 RELATIONSHIP IS THE BEST WAY TO BENEFIT FROM OUR PARTS QUALITY, INVENTORY LEVELS, SUPPORT AND TRAINING PROGRAMS

Richardson Healthcare is investing in the high-value components critical to your service model. Gain full access to the power of these investments, as well our expert support, unmatched quality, and expanding product lines with **P3**.

Which P3 is best for you?

P3 ADVANTAGE

- » A single-source, reliable parts solution
- » Preferred access to Richardson CT tube solutions
- » Parts quality from proprietary QA3™ testing protocols
- » Preferred pricing on parts and training programs
- » Forward stocking: parts inventory where you need it

P3 PROTECT & PROTECT PLUS

- » Guaranteed parts coverage from QA3™ inventory
- » Tube Coverage available under P3 Protect Plus
- » Managed risk for your service organization
- » Fixed parts and tubes spending
- » Preferred training tuition for your engineers