



# MEDICAL COACHES

WORLD-CLASS CRAFTSMANSHIP ♦ WORLDWIDE REPUTATION

Certified ISO 9001



TM

MEDICAL COACHES  
INCORPORATED  
presents

## **MOBILE • SERVE**

**A Cost Effective Extended Service Agreement for Medical Coaches' Mobile Units**

***Dollar Savings Through Timely Repairs...***

Annual service contract cost could be recovered through reduced downtime savings from just one service call

***One-Phone-Call Problem Solving...***

Problem solving made easy through one-source accountability

***Prompt Service...***

Four-hour response time via a toll-free number dispatching an authorized and trained service technician in your area

***No Hidden Costs...***

Customers are not charged for mileage, freight, or overtime

***Preventative Maintenance Program...***

Reduced downtime adds dollars to the bottom line

***Set Annual Fee...***

Covered equipment will be repaired or replaced without charge under **MOBILE•SERVE**

***In-Depth Parts Inventory...***

Allows for timely repairs

**MEDICAL COACHES'**

**MOBILE • SERVE**

**... is a commitment to satisfaction**

# MEDICAL COACHES

## **MOBILE • SERVE**

### **Mobile•Serve Preventative Maintenance & Service Program**

Medical Coaches recognizes that customers purchasing highly sophisticated medical diagnostic and treatment equipment installed in our mobile units demand accessible, responsive, and trouble-free service without excuses and delays. With this in mind, Medical Coaches offers our **Mobile•Serve Preventative Maintenance & Service Program** to enhance your first-year warranty and ensure reliability in subsequent years.

With the purchase of a **Mobile•Serve Preventative Maintenance & Service Program Contract**, upon delivery of our units to the ultimate customer a Medical Coaches' factory service representative will come to the local site and train designated personnel in all operational phases of that particular mobile unit. At the same time, our local servicing representative or organization will be introduced to the mobile unit operator in order to coordinate Preventive Maintenance schedules. Should service be required, the operator contacts Medical Coaches at our toll-free, 24-hour service number and we will arrange for our local service representative to respond to the call.

### **Service, Maintenance and Parts Replacement**

Medical Coaches will provide full service, maintenance, and parts replacement service on a contractual basis. Medical Coaches will establish, for customers who purchase the Contract, trained service representatives in the immediate area in which the mobile unit will be used. (Note: First-year coverage does not include additional training and service representative establishment if the unit is moved outside initial operation area.)

Medical Coaches' goal is to transfer mobile unit service responsibility from our customer to us, making service and repair a fixed-cost budget item, and making sure repairs are done in a timely manner to avoid unnecessary lost revenues.

### **The Bottom Line**

With a First-Year **Preventative Maintenance & Service Program Contract**, if anything Medical Coaches supplied requires service and falls outside of the normal warranty, Medical Coaches will repair or replace without charge. In addition to this, Medical Coaches will conduct periodic Preventative Maintenance programs.

An annual **Mobile•Serve Preventative Maintenance & Service Program Contract** can be purchased to extend this "no-charge" arrangement. If, for example, an air conditioner compressor fails while under Contract, even though the unit is four-years old, Medical Coaches will repair or replace it free of charge. The same would hold true for a generator, air bags, etc. Since the entire mobile unit is covered, you are insured against "unplanned" service costs as long as the original warranty terms are met. Our **Mobile•Serve** program, however, becomes invalid if it is not renewed annually.

# MEDICAL COACHES

## **MOBILE • SERVE**

### **In Summary, Mobile•Serve Preventative Maintenance & Service Program provides:**

- ◆ Toll-free, 24-hour service number
- ◆ Emergency service on a 24-hour basis provided by a local Medical Coaches' service representative
- ◆ Maximum response time of four hours
- ◆ Scheduled periodic Preventive Maintenance per Medical Coaches' Operator's Manual
- ◆ All non-emergency service to be conveniently scheduled with local Medical Coaches' service representative
- ◆ Replacement or repair of all components under contract
- ◆ Tire replacement *only* if the tires fail to meet tread depth requirements as a result of normal use (road service is NOT included)
- ◆ Customer personnel trained on-site by Medical Coaches' service representative
- ◆ Full maintenance provided on all major components, such as:
  - Weather seals
  - Compressor
  - Plumbing system
  - Generator
  - Hydraulic leveling system
  - Patient lift
  - Air conditioning and heating system
  - Air brake and air-ride systems
  - Low- and high-voltage electrical systems
  - Hydraulic lift and overhead electric door
  - Expandable sides
  - Chiller

## **MEDICAL COACHES**

### **First-Year Warranty**

The mobile unit and all components supplied by Medical Coaches Incorporated are under warranty for the first year of operation according to Medical Coaches' Manufacturer's Limited Warranty Statement (see back page).

If a **Mobile•Serve** Contract is *not* purchased, Medical Coaches will provide factory training to customer representatives in Oneonta, New York. Training will include all phases of mobile unit operation and general service. In addition, local servicing and warranty response will be discussed in detail. On-site training is also available at extra cost.

**MEDICAL COACHES**  
***MOBILE • SERVE***  
**MANUFACTURER'S LIMITED WARRANTY STATEMENT**

- A.** Medical Coaches Incorporated warrants, only to the original purchaser, the custom-built mobile facility to be free from defects in materials and workmanship under normal use, maintenance, and service, for a period of twelve (12) months from the date of factory release.
- B.** This warranty includes and applies only to equipment, materials, and accessories supplied by Medical Coaches Incorporated, and includes those items which are manufactured by others and are warranted by said manufacturer (such as chassis, generator, air conditioner, etc.). A list of equipment warranties, as well as warranty cards, are included in the Medical Coaches Operator's Manual. It is the customer's responsibility to complete the warranty cards and forward to the applicable manufacturer.
- C.** This warranty does *not* apply to:
- ◆ Failures due to accident, misuse, abuse, or negligence.
  - ◆ Damage due to failure to follow operating instructions and service requirements.
  - ◆ Products which are altered, modified, or serviced in a manner not authorized by the manufacturer in writing.
  - ◆ Failure of goods due to use other than what was originally intended.
  - ◆ Damage due to failure to follow published laws, regulations, and codes.
  - ◆ Telephone, telegraph, teletype, facsimile, or other communication expenses.
  - ◆ Overtime labor requested by purchaser.
  - ◆ Failure to make unit conveniently available for scheduled maintenance.
- D.** All claims must be brought to the attention of Medical Coaches Incorporated immediately after occurrence.
- E.** No person is authorized to give any other warranties, implied or otherwise, unless made in writing by an officer of Medical Coaches Incorporated.
- F.** Medical Coaches Incorporated cannot be held liable for incidental or consequential damages, loss of time, inconvenience, or loss of use of the specialized mobile unit.
- G.** Any repairs done by Medical Coaches to a mobile unit which is no longer covered by the new vehicle warranty will be subject to the above warranty for a period of thirty (30) days unless the **Mobile•Serve Preventative Maintenance & Service Program Contract** has been purchased, in which case the repair shall be warranted throughout the remaining extended warranty period.
- H.** Failure to comply with any portion of expressed warranty shall render complete warranty null, void, and without effect, and Medical Coaches Incorporated shall be under no further obligation to the original purchaser.

**MEDICAL COACHES INCORPORATED**

◆—————◆

399 Co. Hwy. 58; P.O. Box 129; Oneonta, NY 13820 Phone: 607-432-1333 Fax: 607-432-8190

[www.medcoach.com](http://www.medcoach.com)

June '03