



Product Repair and Service Solutions



Service + Support You Can Trust

NO ONE KNOWS MIDMARK BETTER THAN MIDMARK

Designing a better care experience starts with a better customer experience. At Midmark, we make it our mission to thoroughly address customer needs and fulfill our commitments. When in need of a repair, customers may call technical support and we will try to correct the issue over the phone at no charge. If further assistance is needed, we will determine what part is required or recommend an onsite technician for additional diagnosis.

Midmark factory-trained technicians have the skills necessary to repair your equipment the right way, the first time—that means less downtime and worry.



The Midmark Way

WE'RE HERE TO HELP YOU GET THE MOST OUT OF YOUR MIDMARK PRODUCTS.

Technical Phone Support (1.844.856.1230)

Our dedicated team of technical support teammates provide remote product support including parts identification, documentation, service, warranty and more.

Online Parts Store (midmarkserviceparts.com)

Shop thousands of service parts for a wide range of Midmark medical products from accessories and upholstery to repair kits and more.

Onsite Repair

When in need of a repair, simply call Midmark Technical Support at 1.844.856.1230 to schedule a factory-trained technician onsite.

For more information, email us at: ServiceProducts@midmark.com

Periodic Maintenance Plan

Midmark Periodic Maintenance Plans include an inspection, testing, cleaning and replacement of maintenance parts.

Ritter M9® + M11® Periodic Maintenance Plans are recommended annually, or every 1,000 cycles, to help ensure uptime and avoid unplanned repairs. This plan can be purchased as a one-time service or a multiyear plan.



Ritter M9 + M11 Steam Sterilizers

Periodic Maintenance Plan Ritter® M9 + M11

INCLUDED PARTS

- Door Gaskets
- Door Springs
- Chamber Filters
- Speed-Clean (16 oz)
- Periodic Maintenance Checklist

OPERATION TEST + INSPECTION

- Error Codes
- Wiring and Connections
- AC Inlet Cord
- Switches
- Latch
- Cams
- Motor
- Sensors
- Relief Valve
- Solenoids
- Tubing
- Optional VistaCool™ Lines

CLEANING + INSPECTION

- Chamber
- Chamber Trays
- Heating Element
- Water Sensor
- Temperature Probe
- Steam Block Gasket
- Reservoir
- Sight Tube
- Condensing Coil
- Fans

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Periodic Inspection Plan

Midmark Periodic Inspection Plans include an inspection, operational test, leaking voltage and ground fault test.

Periodic Chair Inspection Plans are available for Ritter® and Midmark® brand Manual Examination Tables, Barrier-Free® Examination Chairs and Procedure Chairs and is recommended annually to detect failures and avoid unplanned repairs.



Midmark 626 Barrier-Free® Examination Chair



Midmark 630 HUMANFORM® Procedure Chair



Ritter® 204 Manual Examination Table

Periodic Inspection Plan Chairs + Tables

OPERATION TEST + INSPECTION

Hand Controls

Foot Controls

Shrouds

Active Sensing Technology®

Crash Avoidance System

Chair Rotational Brake

Upholstery

Labels

Limit Switches

Stirrups

Drawers

Heaters

Accessories

Scale

Outlets

Casters

Wiring and Connections

AC Inlet Cord

Ground Resistance

Touch Current

The periodic chair inspection will be performed by a factory-trained technician. This inspection is designed to detect failures and satisfy The Joint Commission accreditations annual testing requirements. This plan can be purchased as a one-time service or a multiyear plan. **(Includes models: 204, 604, 224, 225, 626, 627, 222, 223, 622, 623, 230, 244, 630, 641, 646, 647)**

For more information, email us at: ServiceProducts@midmark.com

Midmark Extended Warranty Plan

Midmark extended warranty plans are an extension of the product's base warranty. Extended warranty plans must be purchased when the product is currently within the base warranty period. The warranty can be extended for up to four additional years beyond the one-year base warranty.



PARTS PLAN

The Extended Warranty Parts Plan is an extension of the base warranty for parts and is a great option for health systems that have their own bio-med services and do not need an onsite technician.

PARTS + LABOR PLAN

The Extended Warranty Parts + Labor Plan is an extension of the base warranty and includes parts and repair by a Midmark-trained service technician.

Included	Parts Plan	Parts + Labor Plan
OEM Parts	✓	✓
Next Day Air Shipping	✓	✓
Travel Charges		✓
Labor Charges		✓

Extended Warranty Plans are available for Ritter® Steam Sterilizers as well as Ritter® and Midmark® brand Barrier-Free® Examination Chairs and Procedure Chairs. Applicable products must be covered under the base warranty to purchase a Midmark Extended Warranty Plan. This plan can be purchased as a 1-year to 4-year extension of the initial factory warranty. **(Includes models: 224, 225, 626, 646, 230, 647, 641, 630, 244, M9, M11)**

For more information, email us at: ServiceProducts@midmark.com



Designing better care.®

Midmark is an ISO 13485 and ISO 9001 Certified Company.
Certain products are not included. See the complete list at:
midmark.com/ISO

For more information, contact your Midmark dealer or call:
1.800.MIDMARK

Outside the USA call: 1.937.526.3662 or visit our website:
midmark.com

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The VistaCool™ Direct-to-Drain Cooling System for Autoclave
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International, Inc., a Cantel Medical Company.

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