



QUALITY PEOPLE • QUALITY PRODUCTS • QUALITY SERVICE

**Instromedix® is proud to introduce Q<sup>3</sup>. Our quarterly newsletter will highlight promotions, service tips, policies, and new product information.**

**We value your opinion. Please send feedback to Q3@instromedix.com.**

**Instromedix® Quality Policy:** Provide quality products and services that consistently meet the needs and expectations of our customers and the regulatory requirements of our industry. Our objective is to be the quality leader in our markets as viewed by our customers.

**Each member of our Service organization is committed to our Quality Policy by ensuring complete customer satisfaction.**

- Our highly skilled technicians, each with over 20 years work experience, are current on all Instromedix devices and process enhancements.
- Each customer device is fully tested, reconditioned, and brought back to specification.
- Only Instromedix qualified materials and components are used in all service work.
- We strive to provide quick service turn time, usually within two weeks.
- A friendly and knowledgeable Customer Service staff member can assist you with additional service options.

**What's new in Service?**



**Our new expedited repair service assures next-day repair (after receipt); the additional service charge of \$25/device includes free overnight shipping. (Ask the Customer Service Representative.)**

**Willie's Words of Wisdom:** "Did you know Instromedix uses a specific type of solder for all our devices? By having us do your repairs we ensure the proper qualified materials are used in every device."  
Willie Calaguas, Lead Service Technician

**Special Promotional Offer**

*Keep your existing King of Hearts devices in top working order*

**Mention this Q<sup>3</sup> newsletter and we will recondition King of Hearts® Express model number 5218A including the lithium battery replacement for \$80 (limited warranty). Offer available until July 31, 2005.**

**Offer valid on working King of Hearts® Express monitor (5218A model only). Reconditioning includes cleaning, inspection, replacement of internal lithium battery, and other non-critical parts as needed. Standard repair fees will apply to all other repairs.**

**Return Policy: Please call 800-633-3361 for a Return Materials Authorization. See our website [www.instromedix.com](http://www.instromedix.com) for further details.**



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