

Product Repair and Service Solutions



Customer Experience



Technical Support



Online Parts Store



Product Manuals (Technical Library)



Request Service



Warranty Information



Scan for instant access
to product manuals.

www.midmark.in

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 India, 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 India 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 (1800 22 8020)

Our dedicated teammate from Technical Support team provide remote product support including parts identification, documentation, service, warranty and more.

Online Parts Store www.midmarkindiaserviceparts.in

Shop service parts for a wide range of Midmark India products.

Onsite Repair

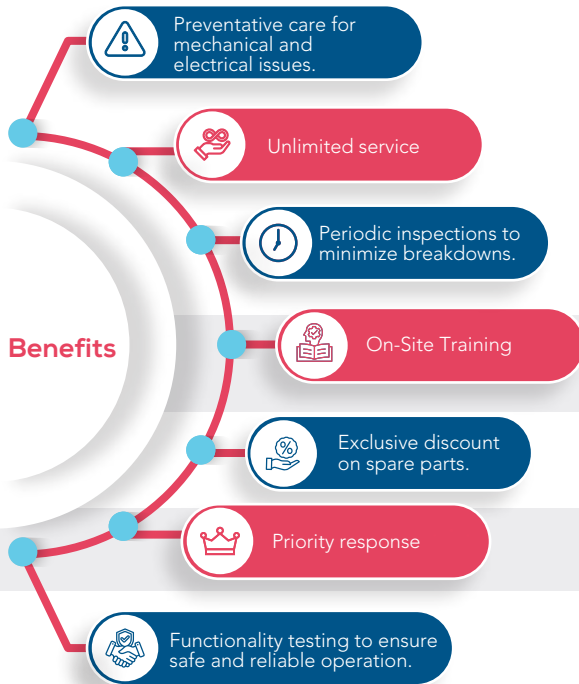
When in need of a repair, simply call Midmark India Technical Support to schedule a trained technician onsite.

Region wise Technical Support

East C: +91 8336958481
West C: +91 7304529916

South C: +91 7358783667
North C: +91 7290002947

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



Annual Maintenance Contract/Comprehensive Annual Maintenance Contract

Once the products are out of warranty period, we undertake following contracts which will enhance the lifecycle of the product & reduce the downtime.

Type of contracts : -

1. Annual Maintenance Contract (AMC): Labour only

Under non-comprehensive AMCs, routine servicing is carried out but replacement of spares are chargeable.

2. Comprehensive Annual Maintenance Contract (CAMC): Parts+Labour Plan

Under this contract, services as well as replacement of spares are also carried out free of cost.

Periodic Maintenance Plan

Midmark Periodic Maintenance Plans ensures the longevity and optimal performance of Products. This will be done during the warranty periods.

This plans includes:

Inspection: A thorough examination of the product to identify any potential issues or areas that need attention.

Checking: Conducting performance checks to ensure the equipment is functioning correctly and efficiently.

Replacement of Maintenance Parts: Replacing any parts that show signs of wear & tear or are due for replacement to prevent sudden breakdowns and maintain performance.



Tech Camp for Out-of-Warranty Products

Proactive care to prevent breakdowns and costly repairs:

Why Tech Camp? Identify and fix issues early to reduce downtime and costs.

What We Do: On-site inspection, immediate fixes, and detailed reports.

Duration: 2-7 days based on needs.

Cost: Complimentary service with 15-day advance scheduling. Enhance efficiency, safety, and equipment longevity with our comprehensive Onsite Training and Tech Camp services.



Key Components of Our Training Include:



Product Familiarization:

Detailed instruction on the features and functions of our products, enabling staff to fully understand their capabilities and applications.



Do's & Don'ts:

Clear guidelines on best practices for product usage, helping to avoid common errors and ensuring the safety and comfort of patients.



Basic Troubleshooting:

Hands-on training in identifying and resolving minor issues that may arise, minimizing downtime and reducing the need for service calls.



Routine Housekeeping Activities:

Essential tips for proper cleaning and maintenance to keep products in top condition and prevent deterioration over time.

On-site Training

Empower your hospital teams with essential skills for effective product use and care. Tailored for Biomedical Engineers, Maintenance Teams, Housekeeping Staff, and Nursing Personnel, our program covers:

Product Familiarization: Understand features and functions.

Best Practices: Ensure patient safety with clear usage guidelines.

Maintenance Tips: Keep products in top condition.

Troubleshooting: Minimize downtime with hands-on training.