



reflexion

5-STAR EXPERIENCE

## WE'RE ALL IN.

The RefleXion 5-STAR Experience is our commitment to ensuring your satisfaction. Our goal is to get you up and running as quickly as possible to ensure clinical adoption and success. That means your core team members are trained and confident to deliver treatment on the RefleXion platform. While our partnership begins with a contract, our All-in Client Support keeps you going long after.

## NO TIERS. NO EXCLUSIONS.

Our All-in Client Support maximizes the utility and performance of your RefleXion® X1. We've eliminated complicated pricing structures and support tiers and even included overtime - so you never have to worry about unexpected bills. From repair, software support and quarterly reviews to reimbursement consultation, we've got you covered.

## TRAIN FULLY. TREAT CONFIDENTLY.

Our comprehensive training programs focus on the safe and effective use of the RefleXion X1 platform, including treatment planning and delivery. We tailor training to your specific role using didactic and hands-on methods - both at the Sam Gambhir Memorial Learning Center in Hayward, CA and at your clinic. RefleXion product experts ensure your team is fully trained and ready to go, so you can treat confidently.

## HANDS-ON AND OFF.

The Sam Gambhir Memorial Learning Center is a state-of-the-art facility featuring classroom and hands-on vault training. Located just minutes from San Francisco, our modern facility has a private client entrance, dedicated breakrooms and phone rooms, along with video conferencing so you can be comfortable while away from home. RefleXion Academy complements onsite training, putting an array of online courses and resources at your fingertips 24/7.

# ALL-IN CLIENT SUPPORT



## MACHINE REPAIR & MAINTENANCE

- On-site routine and limited clinical impact repair: Monday – Friday
- On-site down system repair: Monday – Sunday
- Repair/replacement of parts, expedited parts delivery; overtime included



## PREVENTIVE MAINTENANCE

- On-site preventive maintenance
- Scheduled between 7am – 7pm, Monday – Saturday\*



## TECHNICAL SUPPORT

- Dedicated call center support at 866.509.4001, 7am – 6pm across all time zones\*



## TREATMENT PLANNING SUPPORT

- Refle ion treatment planning application support, 7am – 6pm across all time zones\*



## QUARTERLY PERFORMANCE REVIEW

- Quarterly reviews of overall machine performance and deployment
- On-site, phone, or email



## EDUCATION & TRAINING

- Comprehensive go-live training, plus two additional training sessions per year



## REIMBURSEMENT CONSULTATION

- Personalized support from Refle ion reimbursement professionals
- Access to the latest reimbursement information and tools



## SUCCESS MANAGEMENT SERVICES

- Designated point of contact for communication between quarterly performance reviews

\*excludes federal holidays



reflexion.com

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The descriptions contained herein provide a high-level summary of the service benefits Reflexion offers its clients. For information about your specific service benefits, please refer to your Support Agreement.

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