

Bausch & Lomb Surgical Product Support

St
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Support

Comprehensive Support
For Maximum Performance



A Full Spectrum of Customer Support Capabilities

Predictive System Management and Maintenance

Remote monitoring and diagnostic technologies help prevent problems before they arise, enable the possibility of future software updates, back up system data for easy restoration and dispatch field support as needed.

Routine Maintenance and Inspection

Certified Bausch & Lomb field engineers make regularly scheduled visits to your facility to maintain equipment, upgrade software and replace parts as needed to prevent interruptions in service. Our dedicated field engineers will provide the focused attention you need to keep your equipment operating at peak efficiency.

Installation Management

Our System Equipment Specialists (SES) work with your facility to ensure that systems are installed as efficiently as possible, enabling you to start generating revenue right away. Installation services include site assessment, installation review, and process and equipment coordination.

Training Programs

Training programs help your surgical, nursing and in-house technical staff make the best use of their new microsurgical systems. These programs are conducted by certified applications specialists and service engineers.

Product Support

Our team of experts is only a phone call away whenever your staff has questions about using their equipment.

**For equipment service in the US please
contact product support: 1-800-338-2020**

Consistent Quality Service Worldwide

Our service network features highly trained engineers and global logistical capabilities to help ensure that you receive the service and parts you need, when you need them.

Certified Engineers

Bausch & Lomb's service engineers:

- Receive hands-on product training that is consistent worldwide
- Must pass rigorous certification tests
- Continuously undergo additional training to keep up with new products and features
- Are trained to build strong customer relationships, for effective response to your service needs

Global Logistics Capabilities

Our logistical capabilities maximize uptime, which in turn helps maximize your productivity:

- A global network of service representatives and distributors helps ensure quick access to spare parts
- Local representatives stock routinely needed parts and consumables for immediate delivery
- Regional warehouses can dispatch parts around the clock; most parts can be delivered almost anywhere in 24 hours



Flexible

Service Agreements

Just as our microsurgical systems offer the versatility surgeons need to achieve outstanding clinical outcomes, our service agreements offer the flexibility you require to protect your investment and maximize system performance.

Service Agreements Also Offer:

- Flexible, scheduled service visits
- Predictable maintenance costs
- Increased equipment uptime
- Optimization to factory specifications

Bausch & Lomb's Service Agreements Are Designed To Meet The Needs Of Three Key Audiences:

- Surgeons and/or staff who demand uptime and reliability
- Administrators and procurement personnel who seek investment protection
- Customer equipment maintenance personnel who want reliable partners for troubleshooting and maintenance

A Commitment

You Can Count On

Bausch & Lomb manufactures a full range of innovative products that empower ophthalmic surgeons to provide superior outcomes to their patients. Our commitment to surgeon empowerment doesn't stop there. We also offer a wide range of support services, helping to ensure that our surgical systems consistently deliver peak performance and exceptional results, to help you achieve complete patient satisfaction.

You can rely on our versatile service options for:

- Maximum Uptime - For optimal productivity and patient care
- Optimized Performance - For enhanced surgical efficiency and consistent clinical results
- Investment Protection - Equipment lasts longer and provides world-class performance, efficiency, versatility and patient outcomes

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For additional product information please visit:
www.bauschsurgical.com

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product support: 1-800-338-2020

A Full Spectrum Innovative Products For Ophthalmology

Bausch & Lomb Surgical offers a comprehensive range of precision-engineered products for all facets of ophthalmology. We are dedicated to empowering surgeons with innovative products built on ease of use, versatility and technical excellence.

Cataract And Vitreoretinal Surgery

The Exclusive MICS™ Platform:

Cataract surgery that is achieved through the smallest possible incision can produce far-reaching advantages, and only Bausch & Lomb can deliver an integrated platform that enables true 1.8 mm MICS. Our exclusive MICS Platform provides Every Essential Element for successful 1.8 mm surgery, encompassing:

- Stellaris® Vision Enhancement System
- Akreos® AO Micro Incision Lens, "Akreos® MICS™"
- STORZ® Ophthalmic MICS Instruments
- Amvisc® PLUS Viscoelastic
- Signature MICS Support

The Millennium Microsurgical System

The Millennium Microsurgical System supports surgeons' preferred techniques and enhances overall efficiency with advanced technology that streamlines both cataract and vitreoretinal procedures.

Millennium Vitrectomy Enhancer (MVE)

Faster Cut Rates Reduce Traction

Operating at up to 2500 cpm, the MVE system's 20, 23 and 25 gauge probes offer higher cut rates designed to reduce traction¹, for minimized risk of iatrogenic retinal tears and increased patient safety. Offering optimized duty cycles with an increased port-size area, the MVE system promotes more efficient tissue removal.



1. Charles S. An engineering approach to vitreoretinal surgery. Retina. 2004;24(3):435-444.