

ExacCare™
Program



We'll focus on your capital equipment, so you can focus on your patients.



At Exactech, we look at joint reconstruction through the eyes of a surgeon, because we were founded by one. For us, it's all about working together, understanding clinical challenges, then engineering innovative solutions for knee, hip and shoulder surgery. For 30 years, this focus on surgeons and a drive to improve patient outcomes have been the secrets to our success.

The ExacCare™ Service and Maintenance Program helps keep your capital equipment operating at peak performance, so you can maintain focus on the care of your patients. ExacCare can give you peace of mind with your Exactech equipment.



WARRANTY COVERAGE

Exactech products carry a warranty, so you're covered from day one. Warranty options are available that allow you to tailor service to match your unique operational requirements.



FLEXIBLE SERVICE AGREEMENTS

From full coverage to customized service plans, Exactech puts you in full control of the performance and budget that meet your service and maintenance needs.



PREVENTIVE MAINTENANCE








With Exactech's full-scope annual maintenance assessment, equipment issues become one less thing for you to worry about.



REMOTE TECHNOLOGY SOLUTIONS

Exactech Customer Support Specialists are available for immediate action to help support service calls and repairs to keep your equipment running at peak performance. Updates to purchased software are updated remotely upon availability.

ExacCare features comprehensive service and maintenance agreements that complement your purchase of ExactechGPS®, ensuring the system is covered in the event of a maintenance issue. The following plans are two options included with your purchase: **Standard and Elite.**

| | Standard PLAN | Elite PLAN  |
|---|---|--|
| Replacement parts and shipping (except for tracker replacement) | SECOND-DAY DELIVERY <i>if available</i> | FIRST A.M. NEXT DAY DELIVERY <i>if available</i> |
| Replacement trackers | \$1,500 <i>per tracker</i> | \$500 <i>per tracker</i> |
| Rental fees while unit is being repaired | 50% OFF | NO COST |
| Labor and technician travel if required | UP TO 2 VISITS <i>per year</i> | UP TO 4 VISITS <i>per year</i> |
| Unlimited technical and maintenance support service calls and repairs |  |  |
| Updates to purchased software/firmware |  |  |
| Annual preventative maintenance assessment |  |  |

Note: The plans do not cover damage caused by customer negligence, nor free access to software modules in new surgical categories that are still in development.

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