








PROGRAM FEATURES	 Full Service Agreement	 Repair-As-You-Go	 Time & Material
Remote Technical Support			
Equipment In-Service			
Preventative Maintenance Program			
Endoscope Repair Exchange Program			
Competitive Trade Program			
Loaner Availability			
Annual Business Review			
Customer Education Program			
Preferred Customer Discount			
Multi-Year Discount			
Priority Delivery			
Prepaid Return Shipping Labels			
Flexible Payment Options			



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Remote Technical Support	We provide real-time troubleshooting and product information to all Guardian members through our technical support hotline (Monday - Friday, 7 AM-5:30 PM CST).		
Equipment In-Service	Richard Wolf offers all members expert equipment consultation on topics such as reprocessing methods, care & handling tips, and best practices for optimal instrument performance.		
Preventative Maintenance Program	Available to all Guardian members, our comprehensive Preventative Maintenance Program is designed to increase the longevity of your equipment while reducing your cost of ownership.		
Endoscope Repair Exchange Program	The Endoscope Repair Exchange Program gives all members access to our full inventory of repaired replacement endoscopes. Guardian Platinum and Guardian Gold members receive exclusive discounted pricing on replacement endoscopes.		
Competitive Trade Program	Guardian members may replace outdated or non-functioning competitive endoscopes with their Richard Wolf equivalent at a significant discount off list price.		
Loaner Availability	Guardian members enjoy access to loaners if needed during the repair process.		
Annual Business Review	An annual business review is available to all Guardian Platinum and Guardian Gold members. Topics commonly covered include inventory management, repair frequency, common types of damage, and opportunities to reduce repair expenditures.		
Customer Education Program	Our Customer Education Program allows Guardian Platinum and Guardian Gold members to earn continuing education credits in topics such as care and handling of endoscopes. Educational material was produced in conjunction with Pfiedler Enterprises and AORN.		
Preferred Customer Discount	Platinum and Gold members receive 15% off repairs on all Richard Wolf electronic devices and hand instruments. Additionally, these members receive 25% off list price on all sterilization trays.		
Multi-Year Discount	Guardian Platinum members can lower their service agreement payments by locking in coverage for a period of up to three years.		
Priority Delivery	Platinum members receive priority delivery on all endoscope repairs.		
Prepaid Return Shipping Labels	We offer Platinum members prepaid return shipping labels for all items repaired under a full service agreement.		
Flexible Payment Options	Flexible payment options (monthly, quarterly, or annually) for full service agreements are available to all Guardian Platinum members.		