



PROGRAM FEATURES	 <b>Full Service Agreement</b>	 <b>Repair-As-You-Go</b>	 <b>Time &amp; Material</b>
<b>Remote Technical Support</b>	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).		
<b>Equipment In-Service</b>	Richard Wolf offers all members expert equipment consultation on topics such as reprocessing methods, care & handling tips, and best practices for optimal instrument performance.		
<b>Preventative Maintenance Program</b>	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.		
<b>Endoscope Repair Exchange Program</b>	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.		
<b>Competitive Trade Program</b>	Guardian members may replace outdated or non-functioning competitive endoscopes with their Richard Wolf equivalent at a significant discount off list price.		
<b>Loaner Availability</b>	Guardian members enjoy access to loaners if needed during the repair process.		
<b>Annual Business Review</b>	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.		
<b>Customer Education Program</b>	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.		
<b>Preferred Customer Discount</b>	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.		
<b>Multi-Year Discount</b>	Guardian Platinum members can lower their service agreement payments by locking in coverage for a period of up to three years.		
<b>Priority Delivery</b>	Platinum members receive priority delivery on all endoscope repairs.		
<b>Prepaid Return Shipping Labels</b>	We offer Platinum members prepaid return shipping labels for all items repaired under a full service agreement.		
<b>Flexible Payment Options</b>	Flexible payment options (monthly, quarterly, or annually) for full service agreements are available to all Guardian Platinum members.		