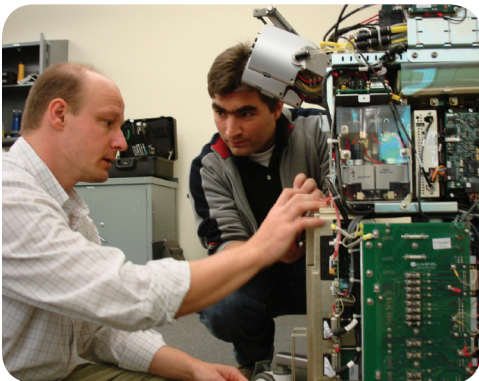




## Unparalleled Support, Training & Service

Lumenis offers a wide range of services to support you after you have purchased your VersaPulse® PowerSuite™ laser system. We are committed to providing you with quality products, training and service.

- Fully-trained team of certified service professionals.
- Proven customer satisfaction.
- World-class preceptor program and training tools.
- Excellent references including thought leaders.



Lumenis Certified Engineers are committed to a timely and effective response

### Preceptor & Training

We believe in providing access to training services, materials and leading experts to help you hone your skills as a surgeon. We have partnered with thought-leaders around the globe to develop training centers, videos, procedure notes and more.

- Learn from the best, with our preceptor training program.
- Quality training tools, such as videos showing procedure and equipment setup.
- Learn gold-standard procedures for urology.

### Lumenis Certified Service

Lumenis Certified Service provides you with the highest quality, most comprehensive after warranty support options. Our fully-trained team of service professionals are dedicated to helping you. This customer-focused approach is built on the following four key principles:

- **LUMENIS CERTIFIED ENGINEERS** ensure compliance with government safety and performance standards.
- **CUSTOMER SATISFACTION COMMITMENT**; we are committed to a timely and effective response.
- **RELIABLE PERFORMANCE** to maximize the uptime of your Lumenis systems in busy clinical settings.
- **SUPERIOR VALUE** provided with a complete system servicing with each of your maintenance visits.

USA Toll-free 1-877-LUMENIS (1-877-586-3647)  
or visit [www.lumenis.com](http://www.lumenis.com)

## Lumenis Global Sales Offices

### America

#### Santa Clara, CA

Tel + 1 408 764 3000  
+ 1 877 586 3647  
Fax + 1 408 764 3999

### Europe, Middle East & Africa

#### Dreieich-Dreieichenhain, Germany

Tel + 49 6103 8335 0  
Fax + 49 6103 8335 300

#### Formello (RM), Italy

Tel + 39 06 90 75 230  
Fax + 39 06 90 75 269

#### London, UK

Tel + 44 20 8324 4200  
Fax + 44 20 8324 4222

### Asia-Pacific

#### Beijing, China

Tel + 86 10 6510 2620  
Fax + 86 10 6510 2621

#### Hong Kong

Tel + 852 2174 2800  
Fax + 852 2722 5151

#### Gurgaon, India

Tel + 91 124 422 33 80  
Fax + 91 124 422 33 83

#### Japan

#### Tokyo, Japan

Tel + 81 3 5789 8300  
Fax + 81 3 5789 8301

Internet: [www.lumenis.com](http://www.lumenis.com)

Email: [information@lumenis.com](mailto:information@lumenis.com)



## Lumenis Certified Service Advantages

- Manufacturer-certified parts on hand with your local engineer.
- Technological expertise and support at the local, regional and company level.
- Technical support hotline in the USA or through local Lumenis representatives globally.
- Customized service options to meet your specific needs.
- Systems are maintained to optimal settings.

## Benefits for Your Business

- Preventive maintenance increases machine uptime.
- Manufacturer-certified service protects your investment, avoiding any problems caused by substandard non-certified third-party parts and service providers.
- Your service budget is more easily managed with predetermined, prepaid costs.

## Contact Us

Our Help Desk provides you with a convenient way to access Lumenis world-class support services at competitive prices. Additional discounts for combinations of products and service levels are available.

**USA Toll-free 1-877-LUMENIS (1-877-586-3647)**

Outside the USA, visit [www.lumenis.com](http://www.lumenis.com), click 'Contact Us' and select your country or perform a search to locate your local Lumenis representative.