

System Services

As our valued customers, THINK Surgical wants to grant you peace of mind when it comes to our TSolution One® Surgical System. Our expert Field Service Engineers will help keep the TCAT® Computer-Assisted Tool running at optimal efficiency.

Field Service Support

THINK Surgical will respond to your service requests within four hours by telephone. Certified Field Service Engineers in your region will be able to provide the following maintenance:

- System updates as available
- Service and diagnostic testing
- Replacement parts as needed

Planned Preventative Maintenance

Your Certified Field Service Engineers will also provide the following services:

- Maintenance service visits every six months
- Functional testing and calibrations as needed
- Cleaning and lubrication of the TCAT system



Contact Customer Support at
customersupport@thinksurgical.com
or call (510) 249-2300, opt. 3



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THINK
SURGICAL

THINK Surgical Commitment

At THINK Surgical, our customers and their patients are our priority. We are committed to the future of orthopaedic surgery, and to improving patient care through the development of leading-edge precision technology. You have our complete support before, during, and after your purchase of the TSolution One® Surgical System.

Customer Service Support

Your designated Customer Support Representative will assist with the following items:

- Process sales orders and invoices
- Control product inventory for your account
- Manage any return or replacement parts

Training Services

Included with your purchase of the TSolution One® Surgical System are clinical and training services. THINK Surgical and its staff are dedicated to helping your orthopaedic practice succeed in the area of active robotics!

Clinical Training Support

Designated Certified Clinical Trainers will provide on-site training and case support:

- Full training on TSolution One Surgical System
- Ongoing training for all department and OR Staff
- One year of case segmentation assistance*

* May include an additional cost to the customer

Customer Training Support

THINK Surgical will provide training to successfully implement duties relating to the TSolution One® Surgical System both on-site or at our California headquarters:

- Training for Hospital Administration, OR Materials Management, Radiology, Sterile Processing, Surgical Nurses/ Scrub Technicians, Surgeons, and Physician Assistants
- Host a Physician Mentoring Program
- Provides the option of a Bio-Skills lab training



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