



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

# CUSTOMER SUPPORT

**TSolution One<sup>®</sup>**  
TOTAL KNEE APPLICATION



THINK Surgical<sup>®</sup> is a registered trademark of THINK Surgical, Inc.  
©2020 THINK Surgical, Inc. All rights reserved.  
MKG-17-48 Rev06



## THINK SURGICAL® COMMITMENT

Accuracy, intelligence, and consistency of the TSolution One® Total Knee Application takes orthopedic surgery further to help put patients in motion. You have our complete support before, during and after your purchase of the orthopedic Active Robot Surgical Platform.

### CUSTOMER SERVICE AND SUPPORT

Your Customer Support Representative (CSR) is a single point of contact for all communication relative to consumables, accessory orders, and service. THINK CSRs provide “concierge care” to ensure we deliver a support experience that meets your unique needs and expectations.

## SYSTEM SERVICES

As a valued customer, THINK Surgical provides peace of mind when it comes to our Active Robot Surgical Platform. Our expert Field Service Engineers work to keep the TSolution One running at optimal efficiency.

### FIELD SERVICE SUPPORT

When needed, THINK Surgical responds to your service requests according to your preference and Service Level Agreement. Certified Field Service Engineers provide the following services:

- System setup and installation
- System calibration and repair (including parts as needed)
- Hardware and software upgrades
- Planned Maintenance

### PLANNED MAINTENANCE (PMs)

Periodically, your Certified Field Service Engineer provides Planned Maintenance to ensure optimal performance of the system. PMs are performed every six months and include:

- Complete functional testing and calibration
- Cleaning and lubrication
- All parts and labor included
- Documentation to demonstrate compliance to our quality standards

## TRAINING SERVICES

Included with your purchase are clinical support and training programs. THINK Surgical® and its staff are dedicated to helping your orthopedic practice succeed in the area of Active Robotics. Each training program is driven by a project plan customized to your facility's unique requirements.

### CLINICAL TRAINING AND CASE SUPPORT

Your Certified Clinical Team will provide on-site training and case support to include:

- Full training on the TSolution One® Total Knee Application
- Training for all associated departments and OR staff
- Case planning and segmentation assistance\*

### CUSTOMER TRAINING SUPPORT

THINK Surgical provides training to successfully implement all activities relating to TSolution One, either on-site or at our California headquarters, which may include:

- Hosting a Physician Mentoring Program
- Providing the option of a Bio-Skills lab training
- Training for Hospital Administration, OR Materials Management, Radiology, sterile processing, surgical nurses/scrub technicians, surgeons, and physician assistants

\* May include an additional cost to the customer

