



MR Suite



CT Suite

# Bracco Technical Support

Providing peace of mind so you can focus on patient care



**EmpowerCTA<sup>®</sup>+**  
Injector System



**EmpowerMR<sup>®</sup>**  
Injector System



## Providing peace of mind **so you can focus on patient care**

**Bracco Technical Support Overview**

**On-site Repair & Preventative Maintenance Training**

**EmpowerCTA<sup>®+</sup> Service Agreement**

**EmpowerMR<sup>®</sup> Service Agreement**





## Sustained productivity

At Bracco we are committed to providing the highest quality, most comprehensive service and support in the industry. Bracco Technical Support provides you with peace of mind, so you can focus on patient care, not equipment.

With a variety of options designed to scale with your needs, our products are right for practices and institutions of any size.

- **Large on-site support:**
  - Bracco Medical Technologies certified Biomed training
- **Support on demand:**
  - Full warranty service
  - Preventative maintenance

**With over 90 managers, technicians, and engineers,** our service teams seamlessly work with you to maximize efficiencies and maintain patient care.







## On-site Repair & Preventative Maintenance Training

Bracco Medical Technologies offers On-Site Repair and Preventative Maintenance Training. Our Field Service Training team delivers an educational experience that utilizes a comprehensive blended learning approach. As part of the learning experience, participants will receive a system overview combined with the opportunity to utilize an individual training injector to perform service repair and Preventative Maintenance.

**With the Biomed option, your institution and Bracco Technical Support-trained employees will be able to perform:**

- System Configuration and Use
- System Troubleshooting
- Field Serviceable Calibrations
- Replacement of Field Serviceable Components
- Field Test Procedure
- Annual Preventative Maintenance



\* On-Site Repair and Preventative Maintenance Training takes place at Bracco Medical Technologies headquarters in Eden Prairie, MN.

Rates subject to change. Please refer to your Group Purchasing Organization's contract for the most updated pricing terms and conditions.

Not a real technician. All images are for illustration purposes only.



## Service Agreement

The EmpowerCTA<sup>®+</sup> Service Agreement is the best option for institutions and practices. The tiered offerings provide a customizable solution to match your unique needs.

### EmpowerCTA<sup>®+</sup> Service Agreement Plans\*

	Platinum*	Gold	Silver
Labor and Travel	All		
Accessory Parts	Covered		
Scheduling	Priority		
Injector service support	24 x 7 x 365		
Repair service	Same Day – 6-hour, On Site	Priority, Next Day	Next Business Day
Parts & Loaners	Local Stock	Priority†	Next Business Day‡
Warranty§	Extended	Extended	Standard
Call center support	24/7	24/7	24/7
Maintenance	Annual	Annual	Annual

\* Platinum Service exclusive to New York/Metro area.

† Priority next business day delivery.

‡ Next business day delivery if call-in is received by 3pm Central Time.

§ Includes Acts of God.

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## Service Agreement

The EmpowerMR<sup>®</sup> Service Agreement is the best option for institutions and practices. The tiered offerings provide a customizable solution to match your unique needs.

### EmpowerMR Service Agreement Plans\*

	Platinum*	Gold	Silver
Labor and Travel	All		
Accessory Parts	Covered		
Scheduling	Priority		
Injector service support	24 × 7 × 365		
Repair service	Same Day – 6-hour, On Site	Priority, Next Day	Next Business Day
Parts & Loaners	Local Stock	Priority†	Next Business Day‡
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**EmpowerCTA<sup>®</sup>+ Injector System**

Caution: Federal law restricts this device to sale by or on the order of a physician.

**INDICATIONS:**

The EmpowerCTA<sup>®</sup>+ Injector System is indicated for the vascular administration of contrast and flushing media in conjunction with computed tomography (CT) scanning of the body with an optional interface to a CT scanner and an optional calculator for glomerular filtration rate (GFR).

The Extravasation Detection Accessory (EDA<sup>™</sup>) is an optional accessory and is indicated for the detection of extravasations of ionic and nonionic contrast during CT procedures using a power injector.

Protocols have been independently developed and are not intended as medical advice. Bracco and Bracco Injengineering S.A. shall not be responsible for any physicians' reliance on these or any other products.

**CONTRAINDICATIONS:**

The EmpowerCTA<sup>®</sup>+ Injector System is not intended for use as a long-term infusion pump, nor is it intended to be used to inject any agents other than contrast or flushing media. Do not attempt to use the Injector for any other purpose (such as chemotherapy or drug infusion). The EmpowerCTA<sup>+</sup> Injector System should not be used to inject substances into nonvascular body cavities. Any applications of the EmpowerCTA<sup>+</sup> Injector System other than those described in its Operator Manual are inappropriate and should not be attempted.

Not all products are available in all global markets.

EmpowerCTA<sup>+</sup> is distributed by Bracco Diagnostics Inc.; 259 Prospect Plains Road, Bldg. H; Monroe Township, NJ 08831 USA; Phone: (800) 631-5245; Fax: (609) 514-2424; Customer Service: 1-877-BRACCO 9 (1-877-272-2269); Professional Services: 1-800-257-5181 (Option 2); EmpowerCTA<sup>+</sup> Email: [empowerinfo@diag.bracco.com](mailto:empowerinfo@diag.bracco.com); Website: <https://smartinject.com/ct-solutions/>

EmpowerCTA<sup>+</sup> is manufactured for Bracco Injengineering S.A., Avenue de Sevelin 46, CH – 1004 Lausanne, Switzerland. <https://www.bracco.com/>

**EmpowerMR<sup>®</sup> Injector System**

Caution: Federal law restricts this device to sale by or on the order of a physician.

**INDICATIONS:**

The EmpowerMR<sup>®</sup> Injector System is indicated for vascular administration of contrast media and flushing media in conjunction with magnetic resonance imaging (MRI).

Protocols have been independently developed and are not intended as medical advice and Bracco shall not be responsible for any physicians' reliance on these or any other protocols.

Bracco Injengineering S.A. reserves the right at any time and without notice, to change the specifications and features described herein, or to change the production or adjust the product described.

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**About Bracco Injengineering S.A.**

Bracco Injengineering S.A., located in Lausanne, Switzerland, is the most recently added Business Unit of Bracco Imaging. Bracco Injengineering is committed to developing the best-in-class integrated injection solutions with a strong heritage in research and innovation. It provides quality solutions for state-of-the-art radiology centers, offering proven injection technology, built on Bracco Imaging's expertise.

Thanks to this strengthened product portfolio, including the CT Expres<sup>®</sup> 3D Contrast Media Delivery System, EmpowerCTA<sup>+</sup> Injector System, EmpowerMR Injector System, NEXO<sup>®</sup> Contrast Management System, and NEXO [DOSE]<sup>®</sup> Multi-Modality Radiation Informatics, Bracco Imaging will be able to focus on constant innovation, not only for devices but also for software development and data management.

CT Expres, EmpowerCTA, EmpowerMR, IRISCT, NEXO, and NEXO [DOSE] are registered trademarks of Bracco Injengineering S.A.

EDA and FastLoad are trademarks of Bracco Injengineering S.A.

Go to: <https://smartinject.com/service-support/>

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