



Preventive Maintenance
medDispense[®]

An automated dispensing cabinet in a clinical setting can be subject to 100k or more transactions per year. Let TouchPoint Medical provide the maintenance needed to ensure optimal service life for your cabinet.

- ✓ Improve Uptime
- ✓ Extend Cabinet Life
- ✓ Reduce Total Cost of Ownership



Preventive Maintenance Actions

On-site visits include the following:

- ✓ Physical inspection of all mechanical, electrical and peripheral components
- ✓ Check cabling for wear and damage
- ✓ Perform calibration and lubrication on all relevant components
- ✓ Identify product line design improvements
- ✓ Review operating logs and configurations
- ✓ Clean sensitive components
- ✓ Review manufacturer's maintenance recommendations
- ✓ Document all services performed and provide a summary



TouchPoint
MEDICAL

It's important to have a preventive maintenance program to address:

- normal wear of mechanical and electrical parts.
- failure due to movement for cleaning, rearranging or relocation.
- extremes in ambient temperature, humidity, dust & dirt.
- electronic interference from adjacent electronic devices.

Cabinets may also be eligible for retrofit of design improvements introduced in newer product models.



Tips to Extend the Life of Your Cabinet

Users can help extend product uptime between preventive maintenance visits by performing these simple yet important tasks on a regular basis:

- ✓ Regular data backups.
- ✓ Keep cabinet touchpoints clean and dry (touchscreen, scanners, keyboard, work surface).
- ✓ Monitor ambient conditions of your med room (temperature, humidity, electronic interference) as well as power and network connectivity.
- ✓ Apply relevant updates to operating system, drivers and firmware and keep antivirus protection updated.
- ✓ Contact support 24x7 for any technical issues at (800) 947-3901.



Contact your Touchpoint Medical account manager or distributor today to schedule preventive maintenance for your facility, or for help to determine the right plan for your needs.

Why Choose Us

At TouchPoint Medical, we are committed to developing customer-driven solutions that improve patient outcomes and expand access to healthcare. We are a global provider of patient-centric and workflow-optimized point of care products, medication management solutions, and white-glove services to thousands of hospitals and health care facilities around the world. Our goal is simple. We offer our customers intuitive, reliable, and affordable solutions so that they can be equipped to care—in spaces equipped for care.

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