

SCHWIND

eye-tech-solutions

Trust runs in the family

Application Support and Technical Service
at SCHWIND eye-tech-solutions



Welcome to the SCHWIND Family

As a medium-size company we are completely focused on our customers. This commitment is evident in everything we do, and is one of the reasons we enjoy such exceptional customer loyalty.

The personal connection with our customers is deeply rooted in our company culture. SCHWIND users quickly notice that we are more than just a manufacturer. This gives rise to trusting relationships and the feeling of being part of a family – the SCHWIND family.

This close relationship with our users naturally also means that we react quickly and directly when needed. We do everything we can to reward the customer's investment in SCHWIND technologies, with long product life cycles, all the assistance needed and maximum availability. You can rely on it.



Rolf SCHWIND
CEO
With SCHWIND since 1985



Domenic von Planta
COO
With SCHWIND since 2018



Thomas Magnago,
Head of Customer Support
With SCHWIND since 1993



Andreas Rödel
Head of Technical Service
With SCHWIND since 2000



As one of the technology leaders in refractive and therapeutic corneal surgery, we feel a responsibility to provide first-class application support and technical service. Customer care is something we care about deeply, and your success is our highest priority.

SCHWIND Customer Care – High-tech takes high touch

We offer you a global network for our services, with carefully selected and certified distribution partners who speak your language. More than 300 highly qualified application and service specialists the world over stand ready to assist you. They have the expertise needed to make sure that your laser systems always work properly and all processes function smoothly. You benefit from our in-house Customer Care team with its long experience and comprehensive knowledge of our systems. SCHWIND experts help find individual solutions and make sure that all of our users around the world enjoy the same high level of service.

High-tech takes high touch - we accompany you throughout the life cycle of your SCHWIND laser, and are there when you need us, quickly, flexibly and personally. Our Technical Service hotline can be reached 365 days a year, and we always have an open ear for your questions and suggestions. At SCHWIND, we listen, and we take action.

As part of the direct dialogue with the SCHWIND user family, we hold regular national and international SCHWIND User Meetings. Combining guest presentations, practical workshops and discussions, these are a great way to exchange insights with other ophthalmic surgeons and with SCHWIND.

Application Support that helps you succeed

Application Hotline

Tel: +49 (0)6027 508-350
 Mon. - Fri. 9:00 am to 5:00 pm CET
 Email: apm@eye-tech.net



Smooth procedures and the safety of your patients are top priorities for us. Our highly qualified team is ready to answer all your application questions, quickly and dependably. Our experienced staffers are not only experts in all SCHWIND technologies, they also have an excellent knowledge of refractive and therapeutic corneal surgery.

SCHWIND application specialists work to make sure that your individual requirements for your patients are implemented as well as possible. They're with you from the start. Following installation of your SCHWIND laser, you'll receive customised, comprehensive product instruction at your site, for you and your assistants. During daily use we support you by phone, e-mail or webinar, even in cases that are difficult or complicated. If you wish, we can also accompany you in the operating room during treatments.

We can organize live product presentations and wet labs tailored to your individual needs in our top-of-the-line SCHWIND showroom.

We'll also be happy to advise you when preparing articles for scientific journals and presentations for congresses or SCHWIND User Meetings.

As a user of the SCHWIND WiseNET patient database, among other benefits you can instantly access your treatment results, visualize them graphically and discuss them with our experts.

Our Application Support hotline is ready to take your call Monday-Friday from 9 am to 5 pm CET.



Technical Service to keep your systems working reliably



We offer a comprehensive suite of services to keep your SCHWIND technologies working productively as long as possible. The focus is on the highest possible availability, optimum use of your operating room, and optimum use of the SCHWIND technologies in your clinic. Our highly experienced service specialists take care of technical project planning, installation, upgrades, maintenance and spare parts supply. You get customised assistance for the best possible solutions. Our Technical Service quickly adapts to your requirements and processes, anytime, anywhere and for any task. Are you familiar with the advantages of our remote diagnosis services? Online remote access to your devices lets us do proactive and fast process monitoring, and make online analyses for fast solutions. Your service partner sees the device as if he or she were right in front of it. Talk to us. Additional online services like 24/7 calibration results, treatment code

assignment and spare parts ordering by web shop improve your workflow and boost your efficiency.

It goes without saying that when you need service, you need it quickly. Spare parts are delivered in the shortest possible time. Our Technical Service is reachable by hotline 365 days a year, from 6:00 am to 9:00 pm CET. In urgent cases we can be at your location quickly, thanks to our worldwide distributor network.



Technical Service Hotline
Tel.: +49 (0)6027 508-333
Mon. – Sun. 6:00 am to 9:00 pm CET
Email: service@eye-tech.net

Protecting your investment and maximizing your planning ability

As a user you well know how important the availability of your laser is for the efficient workflow of your practice or clinic. Our modular service contracts let you secure lasting high performance. They range from basic coverage, to additional wear parts provision and Online Remote Services, to all-round carefree coverage. You decide what you need in your service package. This gives you long-term cost predictability.

PerformanceCare

PerformanceCare lets you be certain that all preventive maintenance is performed regularly with a service plan, including replacement parts and consumables shipment within two working days, plus our hotline services.

FlexCare

Even more predictability and flexibility, with a service contract that also covers wear & tear parts replacement. All parts needed are sent within the next working day. SCHWIND Online Remote Services help you quickly and efficiently by remote access, in real time.

SmartCare

This premium package lets you concentrate fully on your patients. SmartCare is an all-in, comprehensive package that provides maximum availability and planning certainty. In addition to the services covered in FlexCare, it also includes regular gas refills as well as replacement of the laser cavity when technically necessary. You also get push notifications about your SCHWIND laser system, for example on the energy status or when consumables



¹ for SmartCare & FlexCare | ² for PerformanceCare

are running low. SCHWIND WiseNET is available to evaluate your treatment data quickly, and visualize them graphically for a variety of purposes in your daily clinical work.

We should add that during the warranty period of your SCHWIND technologies you have access to uniquely comprehensive services that come close to those in the SmartCare package.

SCHWIND Customer Care will be happy to advise you on our contract models. Call **+49(0) 6027 508-333** or send an e-mail to service@eye-tech.net. Do you want to contact a distributor in a certain country? Contact information is on our website at <https://www.eye-tech-solutions.com/representatives>

Experience SCHWIND technologies live – Showroom seminars

SCHWIND Application Support and Technical Service offer an extensive portfolio of modular training courses. In these, you'll learn how to use our products and get the greatest benefit from their advanced capabilities. Our theoretical and practical instruction benefits newcomers and experienced

specialists. If desired we will be happy to provide individual training sessions adapted to the needs of the attendees, where you can discuss application questions in person with our product experts. In addition to showroom seminars, webinars are another opportunity to interact and ask questions. Seminars are held in the high-tech

showroom at our headquarters in Kleinostheim near Frankfurt. Here we demonstrate our latest technologies for refractive and therapeutic corneal surgery. Our carefully selected distribution partners also complete their multiple-day certification training in our showroom.



Statements of SCHWIND Users



Bruce Allan, MD,
United Kingdom

» In laser vision correction, high quality technical support is as important as high quality hardware. The SCHWIND team has given us first class support at Moorfields, and is particularly strong in programming advice for complex cases. The excellent SCHWIND User Meetings are an opportunity to take this a stage further in discussion with the SCHWIND team and leading surgeons from all over the world. «



Shady Awwad, MD,
Lebanon

» SCHWIND's identification with precision and innovation has always been very important to me, but what I value even more is the constant commitment to its customers via individual support and prompt reaction of service personnel. SCHWIND's mission also includes spreading clinical knowledge and experience: I have been attending the User Meetings for nine years and there is always something new and exciting to learn. «



Victor Derhartunian, MD,
Austria

» In the seldom case of laser irregularities, SCHWIND's technical service is immediately available per hotline with a timely solution. I receive a sound answer to complex ablation profile calculations within 48 hours from clinically experienced application specialists. A maintenance contract is worth it: Not only are reliable service and repair parts guaranteed, but also expert application support. «



Ants Haavel, MD,
Estonia

» The reliability of the SCHWIND Amaris 1050RS enables our clinic to offer the best refractive service and allows us to enjoy peace of mind and quiet weekends. SCHWIND technology is state-of-the-art and precise. Much more valuable, however, have been the family support and excellent service through more than ten years of cooperation. Our relationship with SCHWIND is more than just business – it's rather personal. «



Michael Knorz, MD,
Germany

» The SCHWIND team offers super service in the planning of individual treatments in complex cases. The specialists are highly motivated, very competent and always ready to assist. This makes for an enjoyable collaboration! Keep up the good work! «



Diego de Ortueta, MD,
Germany

» The application team is open to my ideas and is always there to support me in proper treatment selection. I profit from fruitful discussions and expansion of my refractive and therapeutic options. The competent technical service team is always dependable. Questions or technical problems are in most cases clarified via telephone. If necessary, however, a service engineer is on location within 24 hours. «



Jerry Tan, MD,
Singapore

» SCHWIND has been a true partner for my practice over the past ten years, whether it be providing prompt solutions to technical problems or individual application consultation. SCHWIND is the most helpful and understanding company that I have ever worked with in my thirty years of ophthalmology practice. They go the extra mile for their customers and provide individual solutions for complex cases. «



Jérôme Vryghem, MD,
Belgium

» The SCHWIND laser is so reliable that, aside from the annual checks and services, we rarely require technical support. In the rare cases when necessary, the response was immediate and efficient. The SCHWIND User Meetings are a great opportunity to meet with peers, share results and to become informed about further technical developments. These meetings are essential in enabling us to fine-tune our surgical protocols. «