

MAKO **Customer Support**



Overview

At MAKO Surgical Corp. our customers are our focus. You get our complete commitment before, during and after your purchase of the RIO™ Robotic Arm Interactive Orthopedic System. Our customer support organization is designed to support you throughout the product lifecycle. This level of commitment to your success is reflected in our highly proactive planned maintenance schedule and comprehensive infrastructure of support services.

Customer Service Staff

- Triages problems to provide quick solutions and ensure your concerns receive immediate attention
- Handles invoicing, ordering, and inventory replenishment inquiries
- Provides direct contact with a Technical or Clinical Support Engineer
- Dispatches a Field Service Engineer when required for onsite support

Technical & Clinical Support Staff

- Certified Support Engineers – experts in the operation, application and maintenance of the RIO™ System
- Provides email, online and telephone support
- Maintains a comprehensive online knowledgebase and FAQ to facilitate self help support

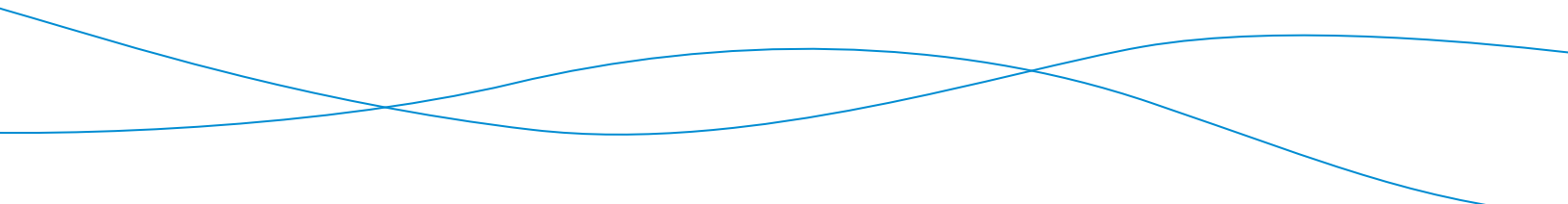
Field Service Engineering (FSE) Staff

- Factory certified direct field based personnel, fully insured, RepTrax® registered, and current with all certifications
- Offers on-site support with the highest level of technical and application expertise
- Ensures expert knowledge through continuous factory training and recertification

Factory Repair Center

- Staffs and maintains a state-of-the-art repair facility at corporate headquarters
- Maintains a loaner program including complete RIO™ systems

MAKOplasty® Support Staff

- On-Site clinical support for MAKOplasty® procedures
 - Manages all consigned implants, disposables and instrumentation trays
 - Provides ongoing training and staff support
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Service Agreement Features

- Guaranteed uptime – onsite within 24 hours
- Software and hardware reliability updates
- Customer support call center
- Nationwide direct field service force
- Loaner system within 48 hours
- Proactive planned maintenance schedule
- On-going hospital staff training
- Additional on-site surgeon training
- On-site backups of key system components
- Parts, labor & travel included

Planned Maintenance Program

The Planned Maintenance Program ensures that your RIO™ System is properly maintained to achieve expected performance results. To optimize performance, our Field Service Engineers run a battery of comprehensive tests to check components critical to your system's performance. By subjecting our systems to extensive safety and quality checks, we maximize uptime so you can deliver uninterrupted patient care.

The MAKO Planned Maintenance Program is included with all Service Agreements.



Planned Maintenance for the RIO™ System includes:

Verify & Adjust/Calibrate as Required

- Transmission cable tension
- RIO™ optical compliance
- Position sensor accuracy
- Brakes holding torque
- Joint angle discrepancy
- Joint encoder status
- Power supply output voltage
- Friction compensation

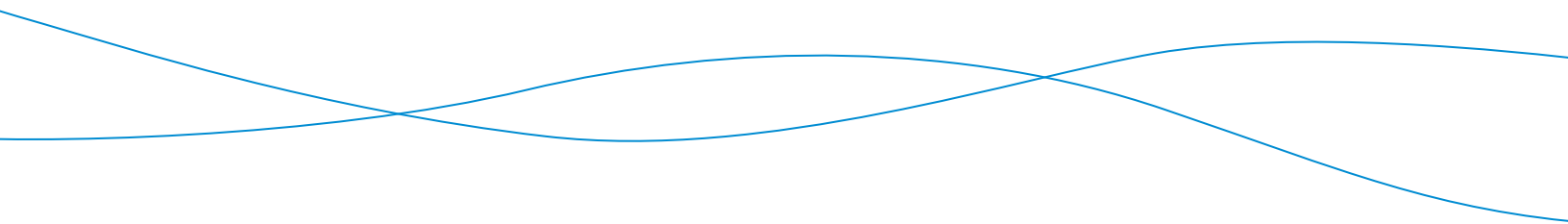
Inspect & Replace as Required

- Security and integrity of internal/external signal cables and connectors
- Control cart and position sensor pedestal
- Transmission cable wear
- Wear, damage, corrosion and proper mechanical functionality of all instruments
- End effector interface with RIO™ arm wrist
- End effector interface with burr attachment
- Anspach motor interface with burr engagement
- Tape scale junction adherence
- Motor bearing smoothness
- Joint/motor phasing
- Shock indicator status
- Electrical grounding
- Fan filter

General Maintenance

- Clean system per 200012 RIO™ User's Guide
- Hydraulic lift oil check
- Hard disk maintenance
- Archive session files
- Retrieve stored system data files and delete from HD

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Restoring Quality of Life Through Innovation®

MAKO Surgical Corp.

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