



## Not your last Images: Outliving your End-of- Support letter

An End-of-Support (EOS) notice will be issued by your Original Equipment Manufacturer (OEM) subsequent to the End of Life (EOL) notice. Generally, this indicates that the OEM will cease to provide support for the equipment. Availability of parts for your system may be restricted or non-existent, and occasionally, there may be a lack of technicians who are available or qualified to service the equipment.

Regrettably, OEMs have designated many dependable, workhorse systems with EOS status, which could otherwise remain operational if parts and technicians were accessible to address their rare malfunctions. Nonetheless, the advancement of new technology has rendered these systems obsolete. Consequently, numerous OEMs have discontinued offering service contracts, time and material work, or service keys for such equipment. They are also curtailing the availability of replacement parts and gradually eliminating inventory, shifting their emphasis to newer technologies. This shift often pushes you to purchase a costly replacement system, potentially straining your financial resources.

“EOS notifications, It's not really the end of your equipment's useful life.”

For facilities trying to extend the useful life of their existing imaging equipment this can be a major roadblock. Fortunately, Independent Service Providers (ISP) like Christie Innomed have the ability and infrastructure to keep your EOS equipment functional and we can share our experience servicing EOS equipment with your facility.

Due to budget constraints and labour shortages, Canadian Healthcare facilities need to keep their equipment operational longer than before, and in some cases for many years past the OEM EOS dates. This is where an ISO 9001, Canadian based third-party ISP who specializes in MVS service such as Christie Innomed can step in and extend the useful life of your equipment. The solution lies in the experience available in the third-party market. Many ISPs employ Field Service Employees (FSE's) that began their careers with OEM's working and training on the very equipment you are having problems with. The recertified parts market is the solution to find reliable tested parts for your aging equipment and can be sourced by our specialized logistics team for your EOS equipment.

There does come a point where old equipment is really end of support and cannot be kept running. Not even the third-party market can solve every problem.

However, with the help of the recertified/refurbished medical imaging industry and service providers like Christie Innomed, we are confident in saying that a piece of equipment's life can be extended well past its OEM-designated end of life by multiple years. So don't be intimidated by your OEM when you get your EOS letter, Christie Innomed is here to partner with you on service while you plan for your replacement solution.

**Together, we can navigate the complexities of diagnostic imaging equipment service and make the best choices for our healthcare facilities.**

**Your journey towards optimized solutions begins with us.  
YOU FOCUS ON PATIENT CARE. WE HANDLE THE REST.**

