



The Complete Offering

McRoberts Technologies is committed to best practices and complete customer satisfaction. Our Complete Offering was created to ensure that your MyChild system runs optimally and with minimal disruptions or inconvenience. Our Complete Offering is made up of three parts: Extended Warranty & Maintenance, Preventive Maintenance (including Annual Training), and the Simple Tag Exchange Program.

McRoberts Annual Extended Warranty & Maintenance Contract

- Warranty extended on all equipment for the term of the contract.
- Remote technical support 24/7/365.
- All regular on-site labor during normal business hours. Includes travel expenses.
- Emergency on-site labor at half-price. Does not include travel expenses.

The Preventive Maintenance Program

The Preventive Maintenance Program includes remote data collection and analysis, including a perimeter integrity audit; a tag inventory report; a software update if warranted and possible with your current controller chipset version; four remote user training classes; and an on-site technician visit that includes system testing, component optimization (if needed), central power supply battery replacement, open ticket resolution (if applicable and possible), troubleshooting (if needed), remediation (if needed); and two reports.

STEP – Simple Tag Exchange Program

Never buy a tag! Let McRoberts manage your tags for you.

McRoberts manages your tag inventory, testing and disinfecting and provides tags for per-patient use. You use tags once then return them to McRoberts for testing and disinfection on a weekly basis. STEP integrates seamlessly with clinical practices and relieves you from the burden of cleaning tags, managing inventory, and the purchasing process when tags expire.

Your birth census determines the number of tags that are assigned your Total Tag Population. Your initial shipment contains a three-week supply. Each week, send us your dirty tags. We will return the same number of tested and disinfected tags. The program is designed so that at any time, a third of the tags are in use, a third are in your inventory and a third are in transit or in cleaning.

For the best experience with MyChild, avail yourself of our Complete Offering! Extended Warranty/Extended Maintenance/Preventive Maintenance/Annual Refresher Training/Simple Tag Exchange Program = The Complete Offering!