

Symani365

SERVICE PROGRAM

Dedicated technical support for uninterrupted patient care

Comprehensive service support is critical to ensuring seamless operations with enabling robotic technologies. When you invest in our robotic technologies, we support you with expert technical service to keep your systems running so you can deliver the best care for your patients.

When you need assistance, our experts are ready to support you with:



On-call Support

Dedicated phone line and email for technical support, service support, and feedback intake



Onsite Support

Field Service Engineers deployed to perform repairs



Service Parts

Manufacturer-certified parts for repairs and part replacement



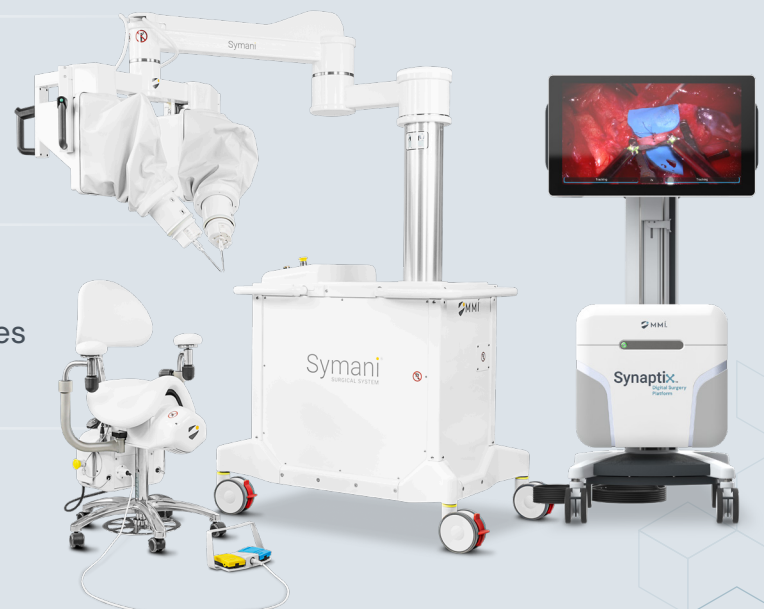
System Updates

Software and select hardware updates to support system performance



Planned Maintenance

Regularly scheduled preventative maintenance sessions



Every new Symani is covered by our complimentary 1-year warranty.* Symani365+ is the most comprehensive offering to protect your investment in the Symani Surgical System.

Symani365 Program Overview

Service Components*	Symani365	Symani365+
Remote Technical Support: Access to remote technical support via dedicated phone line and email	M-F 8am-5pm	24/7
Onsite Service Coverage: Access to onsite Field Service Engineers to address needed repairs, updates, and preventative maintenance	M-F 8am-5pm	7 days 7am-9pm
Onsite Response Time Guarantee	48 hours	24 hours
Replacement Parts: Coverage for service repairs that require spare parts	✓	✓
Replacement Part Shipping	Ground	Priority
Parts & Repair Warranty: Guarantee of all onsite service support and parts provided	✓	✓
Preventative Maintenance: Two annual preventative maintenance sessions to conduct regular service and safety checks	✓	✓
Essential Software Updates: Updates to software (cybersecurity, OS updates, bug fixes)	✓	✓
Software & Hardware Updates: Updates to support system usability and instrumentation	✓	✓
Hardware Upgrade: Any new hardware add-ons for the Symani platform within term of agreement		✓
Loaner Equipment: Coverage includes delivery of backup equipment in case of prolonged system downtime (above 96 hours)		✓
Biomed Training: Dedicated technical training session for Biomed teams with our expert Field Service Engineers (1 per year on-site at hospital facility)		✓

The Synaptix Digital Surgery Platform is included in the Symani 365 service plan coverage.

*See terms & conditions for complete warranty and service program information

Discounts available for point-of-sale purchase and multi-year service agreements.
For full program details or to learn more, contact your local MMI sales representative.

For service support, contact us at **1-855-456-0267** or **techsupport@mmimicro.com**



The Symani Surgical System is authorized for use in the U.S. by the FDA and is a CE marked medical device. Consult your local representative to confirm availability in other geographies. For product indications specific to your region, visit www.mmimicro.com/indications.

Caution: Federal law restricts this device to sale by or on the order of a physician.

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