



BurtCare™ Support and Maintenance Plan

BurtCare ensures that customers receive the most value from their investment in Burt®. It includes many benefits, such as twice annual publications of new games and assessments, an annual professional day, the BurtChampion™ program, marketing support, annual preventative maintenance, and an extended warranty. One year of BurtCare comes with every new Burt and later years can be added on a subscription basis.

Software Updates

Twice annually, Barrett releases software updates that address feedback from users and current trends in therapy.

Preventative Maintenance

Burt requires annual preventative maintenance and service by a Barrett-certified technician to ensure years of trouble-free operation. The preventative maintenance schedule below has been developed by Barrett to address these needs and is included in BurtCare. Note that the Annual Maintenance Visit will be performed annually, while the 4-year Factory Maintenance will be performed every 4 years. Barrett's technician will initiate Factory Maintenance during the regular annual visit when necessary.

Annual Maintenance Visit

- Inspect entire system for damage
- Inspect and adjust latching mechanisms
- Lubricate and re-tension drive cables
- Recalibrate system
- Replace remote control batteries
- Update firmware
- Replace one set of cradle foam and straps
- Travel included for one visit per year to the 48 conterminous states

4-year Factory Maintenance

- Replace drive cables
- Replace dynamic wire harnesses
- Inspect all bearings and other moving parts
- Ground Bond and Hi-Pot electrical test
- Recalibrate system
- Update firmware
- Shipping included to the 48 conterminous states

Extended Warranty

BurtCare includes a “bumper-to-bumper” extended warranty that covers all preventative maintenance and repair costs for Burt for the duration of the contract term. Damage due to misuse, neglect, or acts of nature are excluded. See Barrett's Terms and Conditions for more information.



BurtCare™ Support and Maintenance Plan

Rental Coverage

If Burt requires repair or maintenance at the factory, BurtCare provides a free rental Burt for the duration of the repair. Shipping is included to the 48 conterminous states.

BurtChampion Program

Access to trained Barrett Clinical Product Specialist with quarterly user collaboration calls to share best practices for clinical utilization.

On-site Professional Day

Up to one annual “Train the trainer” super user session with Barrett staff to develop your internal team proficiency and competency program.

Marketing Support

Tailored product launch support and marketing liaison collaboration and strategy planning to increase clinical program awareness in the local community.

Customer Support

BurtCare customers receive access to Barrett’s technical support team by phone and email, available Monday through Friday, 10AM to 7PM Eastern time.

Terms and Conditions

All offerings subject to change without notice as well as Barrett’s Terms and Conditions, available at <https://web.barrett.com/medical/ts&cs.pdf>.