Top 20 FAQ’s When Meeting Customer On C-Arm Sales

1) What is the Clear Space?

A: 30" Inches

2) What is the Immersion Depth?

A: 26" Inches

3) Does it have a Rotating Anode or Stationary Anode?

A: Stationary

4) Why do other manufacturers have Rotating Anodes and why do I not need it?

A: Rotating Anodes are only used in High Power Generator Systems. They are used in those systems because sometimes are Cardiac Procedures the system is in use for Hours at a time and the rotating assists in preventing the system from overheating. However, if you ARE NOT doing Cardiac procedures you will never need to use the C-Arm for more the 5-10 minutes.

5) How long can use the system before it overheats or stops working?

A: You can use the system for 10 straight minutes before it will need to cool down (Cool Down Time is 1 hour) Additionally, when I say 10 straight minutes, I mean holding the Fluro Foot switch down for 10 minutes without letting up. Which most doctors know that will NEVER happen. Most procedures require no more than 2-5 minutes of exposure.

6) Does it come standard with DI-COM Capability?

A: Yes, It comes Standard with DI-COM for Image/Video Transfer. You can also use a USB Drive or CD Burner as well for Image Transfer. You also have the ability to Print the images direct to a printer as well. (Printer will be an additional charge about $4,500) They can print to a regular HP Printer if they prefer for a cheap alternative, however the image quality will not be as impressive.

7) What is the Generator Size?

A: 2.2 kW and it runs directly on a 110 V Outlet.

8) Well 2.2 kW doesn't seem like it has enough power, why do other manufacturers use 15 kW or Higher power generators?

A: Let me start with the fact that the 15 kW and higher power generators are not required for MOST procedures. The higher power generators are generally use for Cardiac Procedures which is what requires the additional power. Additionally although our system is just 2.2 kW it runs on an Ultra High Frequency of 200 khz (Compared to a market standard of 40-60 khz) This allows us to produce a clearer image while reducing the the power source and radiation dosage.

9) Is there a Magnification Feature to shoot Live X-Rays in Magnification Mode?

A: Yes, just like GE we have a Standard View, Mag 1 and Mag 2. Our's will be represented a little different and shown  as FOV (Field of View). Standard is the 9", Mag 1 is going to be 6", Mag 2 would be 4.5". In Short, you have a standard view of 9". When you change to 6" you see a magnified view of the a 6" Field and the same idea for the 4.5"

10) Do you have a Flat Panel Option?

A: This system only comes with a 9" Image Intensifier with Tri-Mode Feature which also does 6" and 4.5". Additionally, the 12" Image Intensifier is also not an option either.\*\*\*\*If asked we do have a Higher Power System with Flat Panel Detector and Rotating Anode coming available in Early in 2020.

11) What kind of Warranty is included with the system?

A: 2 Year Parts and Labor are Standard but can extend to 5 Year Warranty for an additional charge. In addition to that we will also come out 2 times for the first calendar year to do a Follow Up/PM Inspection on the system free of charge to ensure the system is working perfectly and that the customer isn't having any issues.

12) Is there any motorized movement in the system or is it all Manual?

A: The only Motorized movement in the system is the Vertical Movement (18" Inches Of Vertical Movement) , which can be controlled from the on board touchscreen interface or with the physical buttons attached to the interface.

13) My staff are all women and generally not very tall or heavy, will they be able to easily move and maneuver the system through the facility?

A: In short YES, I have personally moved around GE, Ziehm, Siemens models in the past around facilities and by far our system is easier to move around and get through sharp corners or tight spaces without much effort at all. I have personally watched a nurse that was 5'3 @ 102 lbs have no issues whatsoever moving it throughout the facility.

14) Does it come with a Printer?

A: No, the standard system doesn't include a printer but we can supply a printer at the time of purchase or after if necessary. Some people would like extra crisp images so they can diagnosis problems from the print out. In that case they would be requiring a Sony Printer which are quite pricey at around 4-5K Additional Charge. If they just want a picture to attach to the patients file so they can show them they used the C-Arm during the procedure then they could probably just use a standard HP/Epson Printer which would save them thousands.\*\*\*\*\*\*This is just a person preference from the doctors stand point, some people don't even use a printer.

15) If something goes wrong with the system how to we go about handling the repair and how long should I expect to be down?

A: You would call the Dealer you purchased it from who in turn would reach out to us at Skanray USA. We try to pride ourselves on our Technical and Customer Service ability and want to ensure no facility it down for more time than absolutley necessary. With help from Remote Diagnostics and also stocking parts in Orlando, Fl this ensures we can diagnosis the issue and dispatch the parts in a very quick manner. Our goal is Day 1 we are alerted of the Service issues which depending on the time we reach out to our Remote Diagnostics team. If the time is right I will have the remotely log into the customers system to diagnose the issue the same day. At that point we will overnight the parts to the facility and line up a service agent to come in the following day as long as he's available. The Goal is to have the customer back up in running within 48-72 hours.

16) Why should I buy a Skanray over a GE or Siemens or Ziehm?

A: Collectively because Price Point, Quality, and Service will be better which means better return on the investment. We have the most advanced entry level C-Arm on the market with more standard features than any other manufacturer. When there's a issue we will make sure its addressed immediately and we wont just run you in circles if we don't have a answer at that exact time but will make sure to get it to you immediately. Additions we have Proprietary technology specific to Skanray unlike any other manufacturer on the market including our Ultra High Frequency Generator, SkanShield and SkanSafe which are both Radiation Dose Management Systems?

17) What is Skanshield/SkanSafe Technology and how does it benefit us?

A: SkanShield and SkanSafe are both Radiation Dose Management systems implemented in the Skan-C. In short, when you purchase a C-Arm on the market they usually will come to the facility to test the Radiation Emissions from the machine to make sure its within the scale of 0-110. Siemens tested at 60, GE Tested at 10, Ziehm tested at .8 and Skanray came in at .15/.5 the lowest leakage in the market. This benefits not only the patient but also the the Doctors and Nurses who are around these systems day in and day out.

18) What is the Frame Rate for your system?

A: So, in Standard Pulse its going to be 2-4-6-8 FPS. In Enhanced Fluro it will be 6 FPS. With URO Filter on you will get 15 FPS. In Burst Fluro you can achieve 30 FPS which will be our max frame rate.

19) What are the Max Power Outputs of the System?

A: The max output is going to be 110 KV/7mA or 96KV/8mA and the lowest setting would be 40KV/.2mA

20) What is the Over-scan and Under-scan of your system?

A: You can achieve -40 Degrees with the Over-scan and +90 Degrees with Under-scan