

A decorative graphic consisting of a grid of light blue dots of varying sizes, arranged in a pattern that tapers to the right.

Driving Excellence in Manufacturing Operations Across the Globe

totalcare
SUPPORT + SERVICE BY MMT

Comprehensive Support Options

At Medical Manufacturing Technologies (MMT), we are passionate about delivering exceptional customer service and technical expertise that truly makes a difference. Our TotalCare Program is specifically designed to empower you to achieve production goals across the entire manufacturing continuum. By choosing MMT, you're not just selecting a service, you're partnering with a team that is committed to your success.



Proudly Offering Customer Service and Technical Support in Major Global Markets

As a global leader in catheter, grinding and abrasive technology solutions, MMT offers an integrated partnership approach to customers. TotalCare by MMT combines application expertise and technical solutions with extensive service and support to ensure you receive reliable and dynamic solutions to optimize your manufacturing processes.

📍 North America

📍 Europe

📍 China

📍 Costa Rica

📍 Other Markets
as Needed

totalcare



Training

On-Site Training

**Process &
Application
Development**



Service

24/7 Support

Customer Portal

**On-Site Field
Service Labor**

**System Evaluation
Health Check**



Compliance

FAT / SAT

**System
Commissioning**

**Inventory
Management**

End-to-End Service & Support

Designed to lower the total cost of ownership and reduce downtime, we provide the following options to support uninterrupted operations.

24/7 Support

MMT's dedicated technical staff is on standby 24/7, ready to jump into action should your equipment encounter issues. You can rest assured that expert assistance is always just a call away to minimize downtime and keep your operations running smoothly.

 Service

Customer Portal

Easily open cases, request service, and effortlessly track your case history all in one convenient place. Accessing our portal ensures a smooth, efficient customer experience.

 Service

Annual / Bi-Annual System Evaluation Health Check

Our teams perform a thorough preventative health check on each piece of equipment, customized to its specific requirements. As we carefully inspect every machine, our aim is to ensure they operate at peak efficiency. This helps maintain smooth operations and reduces the risk of unexpected downtime.

 Service

On-Site Field Service Labor

Maintain peak performance and reliability for your equipment. MMT's dedicated on-site field service support assures timely repairs, precise calibrations, and a full range of essential services.

 Service

On-Site Training

MMT's on-site training is tailored to meet your specific staff needs. Training programs are customized based on your unique requirements and are typically conducted during the annual or bi-annual health check.

 Training

Process & Application Development

Process and application development support is included in customer contracts for a specified duration each year. This ensures you receive the assistance you need as your project requirements evolve.

 Training



System Commissioning

System commissioning is provided at no extra cost when you purchase a service contract with your new machine.

Compliance



FAT / SAT

Factory Acceptance Tests (FAT) and Site Acceptance Tests (SAT) are offered at discounted rates for new machine acceptance testing. The testing can be conducted at either the customer's site or MMT's site, based on customer preference.

Compliance



Inventory Management

Service contract coverage includes replacement parts and essential spares at no extra cost. Discounts are also available on consumables.

Compliance



Flexible Billing Plans

Billing for service contracts occurs at a frequency convenient to you—monthly, quarterly, annually, or all at once.

Service

Schedule Your Consultation Now!



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