



Simple. Solid. Smart.



From the Fortune 500...

Jaco began in 1972 as a tool and die manufacturer, and soon evolved into a custom metal fabricator providing complete prototype-to-production services. Our customers have included Fortune 500 companies and technology leaders—Motorola, Cisco, Raytheon and more—as well as many innovative startups.

We quickly established a reputation for building products of exceptional quality, durability and reliability. But what really set us apart was our insistence on collaborating with our customers to improve and refine designs, simplify products, and drive unnecessary costs out of the manufacturing process—enabling our clients to produce superior, American-made products for an affordable price.



...to 1000 hospitals nationwide

Today Jaco continues to make daily deliveries to leading technology companies. But for the last 20 years we've focused on manufacturing our own line of medical computer carts and other point-of-care products to support electronic health records (EHR) initiatives. We bring the same commitment to product quality, customer collaboration, and cost-effectiveness to this work—and, owing to our roots, some unique resources and advantages to our customers:

Deep design and engineering expertise. Our award-winning lead industrial designer has designed iconic products for companies like Bose and Le Creuset. And our team has decades of experience developing products to meet the demands of world-class organizations, and their customers.

State-of-the-art rapid prototyping and manufacturing—right here in the USA.

Our 100,000 sq. ft. ISO 9001:2008 certified manufacturing facility, located in Franklin Massachusetts, is equipped with advanced automated and robotic manufacturing technologies, and staffed with a workforce trained in the latest rapid prototyping and metal fabrication methods.

Highly customizable, upgradable product designs that protect our customers' investments, and help them keep pace with rapidly evolving point-of-care and EHR demands.

Enterprise-grade quality and service. We built our business by surpassing the quality and service demands of some of the world's most successful companies. And we deliver the same level of commitment to the hospitals we serve.

Jaco point-of-care products are deployed at more than 1,000 hospitals across the United States. We're passionate about delivering continuous innovation that keeps you at the cutting edge of patient care. We never forget that you do some of the most important work in the world—and we never stop trying to improve our products to help you do that work more efficiently and effectively. We work relentlessly to produce defect-free products that outperform your expectations for ease of use, durability, reliability, and low cost of ownership.



The best service plan is a trouble-free product

An annual service contract can provide peace of mind – at a price, usually high. Jaco offers a better way: Products so durable and reliable—and backed by such powerful warranties - they don't require a service contract. Our track record of reliability isn't an accident. At Jaco, quality drives everything we do – and the unique way we do it.



We work tirelessly to 'get to simple.'

We never stop looking for ways to simplify our product designs—because simple designs limit wear and tear on parts, creates fewer potential failure points, minimizes downtime and maximizes productivity.



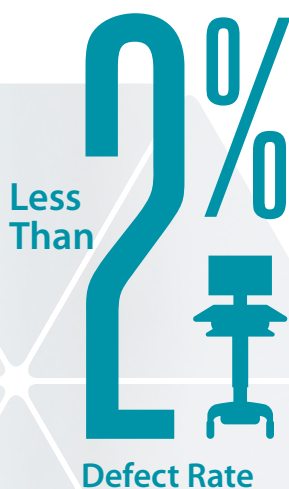
We build with lightweight metal.

Metal lets us build the slimmest, lightest, most durable and reliable products possible. And it lets us finish our products with a smooth, non-porous antimicrobial powder coat that can't be applied to non-metals—and that stands up to rigorous disinfecting processes.



We innovate continuously.

Based on direct customer feedback, regular review of our extensive service records, and our own ongoing research and development, Jaco constantly explores opportunities to improve the reliability, durability and performance of our products.



Year after year, Jaco customers report problems with fewer than 2% of our carts in service



We innovate rapidly.

Because we laser-cut, bend and weld parts—instead of injection-molding them—we can prototype, test, and manufacture new parts and innovations in days, not months. And we never have to sacrifice improvements or innovations because of prohibitive retooling costs.



We do it onshore and in house.

For Jaco, 'Made in America' means more than providing good jobs right here at home. Our in-house manufacturing lets us bring innovations and improvements to market much faster than if we could if we outsourced.



Just 3%

Request Service

Since 2013, just 3% of Jaco customers have requested on-site service for a Jaco cart

Jaco Warranties: Unmatched investment protection

When you build reliable products, you can back them with superior warranties. Jaco's industry-leading warranties include:

- **10-year limited warranty of Jaco EVO carts**
- **7-year limited warranty on Jaco UltraLite 100 Series and PerfectView carts**
- **4,000-cycle limited warranty on Jaco LiFePO₄ power cells**
- **Limited lifetime warranty on Jaco wall arm workstations**

For more information on Jaco product warranties, contact your Jaco representative.





Jaco Promise Care:

Service and Support that
sets *you* apart

We built our reputation with our earliest customers—Fortune 500 companies and technology leaders—by delivering superior quality products and superior product service and support. We knew that if our service didn't provide these elite organizations a competitive edge, we wouldn't have a competitive edge ourselves.

We bring that same approach to the service and support of our point-of care products. Jaco Promise Care, the standard service and support we provide with every Jaco product, is anything but 'standard.' Originally designed to meet the demands of customers who depend on daily shipments from our manufacturing floor, Jaco Promise Care is our commitment to meet or exceed your service and support expectations—and to ensure our products enable your clinical staff to deliver the highest quality care to your patients.



Support from actual Jaco product engineers.

Work directly with one of the in-house Jaco engineers who designs our products—someone who knows your product inside and out, and who can quickly troubleshoot and resolve your issue.



Maximum 2-hour response time.

During Jaco business hours (8 a.m. to 5 p.m. ET), Jaco engineers respond to your tech support calls in two hours or less—usually much less, and often immediately. Calls received after business hours will be returned as early as possible the next business day.



Full in-warranty part availability.

We promise availability of replacement parts for the full term of your cart warranty.



Online access to detailed product and service documentation.

In addition to user manuals, we provide illustrated, step-by-step service, repair and troubleshooting documentation prepared by our engineers.



Proactive fleet performance reviews.

Periodically or at your request, your Jaco representative can evaluate the condition and performance of your carts, review records of any problems, and recommend maintenance or repairs if needed.



Expert on-site support.

The vast majority of Jaco customers never require an on-site service visit. But in the rare event our engineers can't resolve your issue remotely, Jaco will dispatch a trained and certified technician to your location to perform any necessary service or repair.



White glove services

Jaco offers additional services to make your cart rollout as smooth as possible—and to enable your IT and clinical staff to remain focused on care, even as they transition to their new Jaco equipment.



Factory or on-site PC imaging and integration.

Jaco can install and connect all computers, monitors, scanners and other peripherals on your carts, and install and configure operating system and application software on your computers.



Unloading and unpacking.

We'll unload your carts at your site, help you assemble them, and dispose of the packing materials.



Jaco asset management software installation.

Our experts can install and configure Jaco Analytics or Jaco Fleet Manager software for managing and monitoring your Jaco powered carts.

Additional product coverage

In light of our reliability records and comprehensive warranties, Jaco prefers not to sell annual service contracts to our customers. Problems with our products are so rare that annual service contracts are unjustified and wasteful. And because of the simple, straightforward design of our products, repairs or service can be performed quickly and easily by your IT staff.



Preventative maintenance.

Jaco certified engineers can inspect your carts and perform any minor adjustments that might be required.



Pre-purchased 'roll-over' service coverage.

At the time of your new cart purchase, you can purchase half-day 'blocks' of on-site service time that never expire until you redeem them for cart service or repair. Each block covers the cost of dispatching a Jaco-approved technician to your site to perform up to 4 hours of work on your cart(s). Pre-purchased roll-over service coverage allows you to lock in your service coverage cost at the time of your purchase. Ask your Jaco representative for details.



Extended warranties.

While Jaco's warranties are among the strongest in the industry—and while thousands of Jaco medical carts are still in use today after 10 or more years of trouble-free performance—if you desire additional coverage you can extend any or all of the warranties covering your products. Ask your Jaco representative for details and costs.



Personalized service coverage.

We're happy to work with you to develop a custom service plan to meet specific workflow, organizational, or management requirements. Contact your Jaco representative to start the conversation.

A smarter investment

Medical carts and point-of-care products represent a significant capital equipment investment for your health care organization. And you can't make a safer, smarter investment than Jaco.



Fewer refreshes.

Jaco carts are engineered to last 10 years or longer, with minimal service required; in fact, many of our carts are still in use today after 12 or more years of trouble-free performance. Our track record of durability, combined with our industry-leading warranties, has enabled many of our customers to extend their refresh cycles from 3 or 4 years, to 7 years or more.



Minimal or no downtime.

The price of downtime is measured not only in parts and labor, but in lost productivity, extra strain on your nursing and IT staffs, and diminished return on your investment. Jaco's extraordinarily low defect rates—less than 2% per year, according to our customer service records—are your best assurance against costly downtime.



Lower maintenance, repair and supply chain costs.

Due to our long warranties and the proven reliability and durability of our parts and batteries, projected repair, maintenance and part costs for Jaco carts are surprisingly low. Our latest customer service data indicates that the projected average total 7-year repair and maintenance cost for a Jaco powered cart is as low as \$75.00. And 99.9% of our lithium iron phosphate (LiFePO₄) batteries up to 6 years old are still in use today.



Dramatic savings on service coverage.

As noted earlier, the vast majority of Jaco customers—over 99%—do not purchase service coverage over and above the standard service and support that Jaco provides with every cart at no additional charge. This results in significant savings for our customers at purchase—and potentially thousands of dollars saved over the working life of every cart.





Jaco is certified as a Women's Business Enterprise by the Women's Business Enterprise National Council.



Jaco Built in America

All Jaco products are designed, manufactured, assembled, and supported in the United States.

Jacoinc.com

Technical support

For help resolving a problem with your Jaco product

1-877-803-0101

Customer service

For non-technical product questions and assistance

1-800-649-2278

Support and service hours

Monday-Friday, 8:00 a.m. to 5:00 p.m. ET

Online product and support documentation

<http://www.jacoinc.com/support-downloads>