

May 21, 2021

Parks Support Policy:
Flo-Labs purchased from Third Party Used Equipment dealers

Parks Medical Electronics, Inc. (Parks) is concerned about the recent increase in used model 2100 and 2100-SX Flo-Labs offered by unauthorized third party dealers because their safety and suitability for use is unknown. That older Parks platform was discontinued from production in 2015, with thousands of these systems still in use today. Not surprisingly, a number of these older units are coming up on deep discount websites, in many cases represented as “reconditioned”, or in some way “certified refurbished”. Be assured, none of the units being offered by third party dealers are “Parks Certified Refurbished”, nor have any of these systems gone through any factory updating and calibration to assure they are working as intended and performing to Parks’ quality standards. Any warranty offered by any third party sellers should be questioned as there are no third party sellers authorized to purchase repair or replacement parts from Parks.

To address this, Parks wishes to clarify and update its position on support for third party used Flo-Lab purchases. **Parks in no way endorses the purchase of Flo-Lab systems except directly from Parks or from one of Parks’ Authorized Representatives. Any Flo-Lab purchased from an unauthorized third party should not be used for patient testing.** If you purchase a Flo-Lab from an unauthorized equipment dealer, be advised you are receiving an unknown commodity and that you assume sole liability for any/all risks associated with that system being put into service for patient testing.

Beginning immediately, for any Flo-Lab over 7 years of age, Parks will only provide support (technical, service parts, and accessory items) if that unit was purchased directly from Parks (or through one of Parks’ Factory Authorized Representatives), or if the system has undergone updating and certification through one of Parks Authorized Representatives. To do otherwise may be seen as Parks giving its tacit approval to the practice of putting “questionable” equipment into service. We do not.

When you purchase a Certified Refurbished Flo-Lab from Parks you can be sure you’re getting a system which has: 1) received all functional updates to the system diagnostics – tested and calibrated to “as new” factory specifications; 2) been issued a new Parks SonovaE software license eligible for free software updates; 3) had key internal pc boards replaced, including the installation of the latest microcontroller & operational firmware, and 4) had all new computer components installed, including: a CPU (with a current, fully supported Windows OS), display monitor and printer. All key accessory items such as Doppler/PPG probes, BP Cuffs, Hoses, and Remote Control are also replaced with new accessories. Additionally, with the purchase of a Parks Certified Refurbished Flo-Lab you’ll receive:

- Parks On-Site Applications Training availability
- Access to Parks toll-free technical support, free-of-charge
- Latest software upgrades, free-of-charge
- Discounts on Service and Preventive Maintenance
- Discounts on repairs and needed replacement parts
- Discounted probes and accessory items

Flo-Labs which have been purchased through third party dealers may be eligible for “Parks Certification”, which would then allow full factory support. This process generally includes arranging with Parks (or one of Parks’ Authorized Representatives) to perform updates similar to those done on systems refurbished and sold by Parks. Your Parks Authorized Representative will be happy to provide details, including cost and eligibility.

A Parks Certified Refurbished Flo-Lab is only offered after it has met our highest standards, assuring you get the diagnostic performance and equipment reliability you’ve come to expect from Parks, with the security of knowing it is fully supported by Parks. While it may be tempting to “roll the dice” on a deeply-discounted used machine from a third party seller, what might seem like a great price today will likely turn into “money down the drain” the first time a component fails.

If you’re considering a Parks Flo-Lab vascular system, please reach out to your area Authorized Representative (below) to find out just how affordable a truly “Certified Refurbished Flo-Lab” can be.

Thank you,

Parks Medical Electronics, Inc.
Aloha, OR 98078

Parks Authorized Representatives:

U.S Instruments Inc. 800-458-1170

NJ, NY, DC, CT, DE, ME, MD, MA, NH, RI, VT, VA, Eastern PA (215, 267, 717, 570, 610, 484)

Vascular Technologies Inc. 888-582-7285

AL, NC, SC, GA, TN, PR

Glaysher Medical Technologies, Inc. 800-526-5611 x 2

ND, SD, IA, MO, MN, NE, WI, IL (except Chicago), IN (all but NW 219 & 574), Western KY (502, 207), Western FL (850, 352, 813, 727, 941, 863, 239 & 904),

Midway Vascular, Inc. 800-526-5611 x1

Chicago IL, N.W. IN (219 & 574), E. KY (606), MI, OH, W. PA (814, 724, 412), WV, Eastern FL (321, 407, 772, 561, 754, 954, 305 & 786)

ProVascular Services, Inc. 877-474-0055

AR, KS, LA, MS, OK, TX

RLD Medical Electronics, Inc. 800-289-0077

CA, OR, WA, AZ, ID, NV, MT, WY CO, NM, UT, AK, HI

For questions about Parks’ policies or for Flo-Lab pricing, please call us at: 888-503-1177.