

STEP BY STEP GUIDE TO THE MLS LASER TRIAL PROCESS - FAQs

1. How can I start the trial process?

Just let us know you're interested in a trial and we can get the ball rolling! There are lots of ways you can get in touch. You can [book a chat](#) with an account manager, contact us at sales@celticsmr.co.uk, fill in a [contact form](#) at our website or send us a message through our social media pages on [Facebook](#) or [Instagram](#).

2. What happens next?

From here we'll figure out a date and time for the demonstration that suits you. We'll also arrange for a unit to be sent out to arrive in time for the demo.

3. What will I receive?

You will receive an MLS laser as discussed with your account manager, 2 pairs of safety glasses, a wallet of documentation including a user manual and risk assessment information and a stylus for using the touch screen of the laser, all wrapped up in a canvas travel bag. Your laser will arrive packaged in a box - please keep this box and all packaging materials.

4. What happens during a demonstration?

Demonstrations are primarily carried out online via Zoom - please leave 2 hours for your initial session. A meeting link will be sent to you in advance (please make sure you have Zoom downloaded and that your video and microphone are working ahead of your session). You can have as many associates* on a call as you wish and they can join from different devices if they are not in the clinic with you at the time. You will need your laser with you though! Your demonstration will be carried out by Kirsten Sinclair, HCPC registered Podiatrist and experienced MLS laser demonstrator and trainer. You will be trained in the theory, safe use and practical application of the laser. You will learn about the settings within the machine and exactly how the machine works in different modes. We will make sure you are completely comfortable and confident with the use of the laser by the end of this session.

*Please note that as you will generally receive 2 pairs of safety glasses, a limit of 2 people can be in the room with the laser when it is in use. This is not a problem and clinicians can swap in and out as required to make sure everyone understands the settings and use of the laser.

5. Do I need to have anything prepared for the demonstration?

If you want to set the laser up in advance that is great, the set-up process is very straightforward. However, if you'd rather wait to do it during the demonstration with the support of the demonstrator that is absolutely ok. We'd recommend having a pen and paper to take notes but otherwise you don't need to prepare anything.

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6. Are there any expectations of me/my clinic during the trial period?

We never put pressure on anyone during a trial period but you will get the most from your 4 weeks when you use the laser as much as you can. Before your trial, it's great if you can start thinking about which patients may be suitable to treat with the laser and getting the word out across your marketing channels (social media, newsletters etc) to let people know you'll have a laser in your clinic which could help them with issues they may be having such as heel pain, arthritis or tendinopathies etc. We can help you with this if required.

7. What happens if my associate cannot attend the training?

No problem! We can record your training session to share with associates or they can book in their own training session when they are available.

8. Do I get any follow up training?

Yes! We aim to do a follow up training session 2-3 weeks after your first one. This gives you the chance to ask any questions you may have after your initial few weeks of use - you can ask anything you like from clinical questions to

marketing and business based queries. We can also do a more advanced level of training and move onto manually changing the preset settings (and discuss when you'd want to manually alter the settings, how you'd do it and why).

9. What if I need support in the time between my demonstration and my follow up training?

We're here for you! Your account manager can answer any questions you might have about pricing, financing and purchasing. Kirsten is on hand whenever you need her (during working hours) for clinical questions via email, on the phone or if you need an additional Zoom call - we're always happy to help. We're also able to help with any questions you might have about marketing, packaging your laser treatments or integrating laser into your clinic.

10. What if I decide it's not for me?

That's ok! We just ask that you package the laser up in its original packaging and we will arrange collection at a time that suits.