



Mira Care Essentials Kit – FAQ

Rev 1.0

What is the Essentials Kit?

The Mira Care Consumable Parts Kit is a complimentary kit provided to clients who buy at least one Mira Care AWS station. The contents include commonly replaced Mira Care parts. These parts were selected because they are among the most frequently damaged and can be replaced without tools or technical expertise. If help is needed, clients can contact Client Support for installation guidance.

What is the primary goal of the Essentials Kit initiative?

The primary goals are to:

- Reduce equipment downtime
- Improve response time for minor issues
- Minimize overnight shipping expenses
- Reduce unnecessary on-site service visits
- Improve overall client experience and operational continuity

What types of parts are included in the kit?

The kit includes commonly replaced parts that:

- Experience routine wear or accidental damage
- Can be safely replaced without opening the Mira Care Station
- Do not require advanced technical service, calibration or tools

PN [NEW]	PN [OLD]	DESCRIPTION	UOM	QTY
COTS-0028	N/A	Large Tilt Bin, 4 Bin Configuration		1
COTS-0029	N/A	Med. Tilt Bin, 5 Bin Configuration		1
COTS-0030	N/A	Sm. Tilt Bin, 6 Bin Configuration		1
CBL-0080	N/A	custom monitor power external		1
CBL-0068	N/A	USB C cable		1

Who Receives an Essentials Kit?

One Essentials Kit will be provided per site for all new client expansions. Starting with North Mississippi.

Essentials Kits will not be proactively distributed to existing Mira Care clients. However, if an existing client contacts Support with a service issue involving a component included in the Essentials Kit, a complimentary kit may be provided to that client at that time.

Distribution of Essentials Kits will be tracked in HubSpot to maintain visibility into which client sites have received kits.



Are these Essentials Kits replaceable or replenishable?

No. Essentials Kits are intended to be a one-time complimentary offering provided during new client expansions.

Kits will not be replenished or replaced upon request. Once parts from the kit are used, replacement parts will follow the standard service and replacement part ordering process.

When will the Essentials Kits be added to Sales Orders (SO)?

North Mississippi will be the first client to receive a Consumable Parts Kit, with a tentative ship date of July 2, 2026.

How much does a Kit cost?

The current cost for the contract manufacturer to curate and assemble each kit is \$326.30. The kit will be marked up internally and then discounted to \$0 for the client. Final markup amounts are still to be determined.

Where should clients store the Essentials Kit?

Clients may store the kit wherever is most convenient for their site operations.

Recommended storage locations include:

- In the pharmacy
- Near the manual override key
- With a spare Mira Care unit, if the site has one

Who will explain the Essentials Kit to clients?

The kit will be introduced to clients during implementation, including an overview from the Field Technician during installation and a presentation from the Implementation Specialist during training. Clients will also be provided with an informational letter explaining the contents and intended use of the kit.

Are clients required to replace parts themselves?

No. Clients are not required to perform any replacements themselves.

However, regarding simple and non-catastrophic issues, clients may be asked to attempt replacement if they are comfortable doing so and have received proper guidance from the Mira Care team.