

Neurolyser XR Customer Onboarding & Post-Purchase Guide

Welcome to the Neurolyser XR Experience

Thank you for choosing the Neurolyser XR platform from FUSMobile.

We are excited to partner with your clinical team as you begin integrating the Neurolyser XR system into your pain management workflow. Our goal is to ensure a smooth and efficient onboarding experience while providing the highest level of clinical, technical, and operational support.

This guide outlines the next steps following your purchase, including:

- System delivery and installation
- Site preparation requirements
- Clinical and technical training
- Initial proctored procedures
- Ongoing application support

Our dedicated FUSMobile Clinical Applications and Technical Support teams will work closely with your staff throughout the onboarding process to ensure your team is fully prepared and confident using the Neurolyser XR platform.

1. Delivery & Installation

Once your Neurolyser XR system has been purchased, a FUSMobile representative will coordinate directly with your site to schedule installation.

Installation Overview

The standard installation process typically requires approximately 2 hours and includes:

- Unpacking and system setup
- Hardware inspection and verification
- Integration with the C-arm environment
- Functional testing and calibration
- Initial operational review

Site Requirements

To ensure a successful installation, please have the following available:

General Requirements

- Approximately 30 minutes for initial setup and configuration
- A staging area to unpack and assemble the Neurolyser XR system
- A suitable mobile cart or workstation for the Neurolyser XR system (at minimum 16" x 20" with 2 levels)
- Standard electrical power outlet access

Procedure Room Requirements

- Access to the C-arm procedure room and C-arm system for integration and verification testing for approximately 30 minutes
- Availability of a C-arm technician might be needed, for system coordination and imaging verification

Installation Completion

Following installation, the FUSMobile specialist will:

- Verify system functionality with onsite staff
- Review basic operation and safety procedures
- Answer any immediate technical or operational questions
- Get your formal approval for the completion of the installation
- Review Training program and who to contact to cover upcoming cases

2. Clinical & Technical Training

FUSMobile provides comprehensive onboarding and training designed to prepare both clinicians and technical staff for successful use of the Neurolyser XR system.

Training sessions are tailored to your site's workflow and clinical environment.

Training Objectives

The training program is designed to:

- Familiarize staff with the Neurolyser XR platform
- Review procedural workflows and best practices
- Ensure confidence in system operation
- Optimize patient workflow and treatment efficiency
- Support safe and effective clinical adoption

Clinician Training includes:

Didactic / Theoretical Session

Estimated duration: 30 minutes

Topics typically include:

- Neurolyser XR system overview
- Clinical indications and treatment goals
- Workflow and procedural planning
- Imaging considerations
- Patient selection guidance
- Safety and contraindications
- High level review of the User Manual

Hands-On System Training

Estimated duration: 30 minutes

Hands-on training includes:

- System setup and operation
- Navigation of the user interface
- Treatment workflow simulation
- C-arm integration and positioning

- Procedural best practices

Note: Access to the C-arm system is required for the hands-on session.

C-Arm Technician Training (Recommended)

FUSMobile also provides dedicated training for radiology and imaging staff.

Theoretical Session

Estimated duration: 30 minutes

Topics may include:

- Imaging workflow optimization
- Positioning requirements
- Radiation safety considerations
- Coordination with procedural staff
- High level review of the User Manual

Hands-On Session

Estimated duration: 30 minutes

Practical training includes:

- C-arm positioning
- Imaging workflow during procedures
- Coordination with NeurolyserXR operation

These sessions may overlap with clinician training when appropriate.

3. Initial Proctored Procedures

Following completion of training, FUSMobile shall supervise and proctor 3 to 10 clinical procedures to support a successful transition into routine clinical use.

A FUSMobile Clinical Applications Specialist will be present to provide:

- Technical guidance

- Workflow support
- Best practice recommendations
- Clinical coordination assistance
- Real-time troubleshooting if needed

The exact number of clinical procedures that shall be proctored may vary depending on:

- Prior physician experience
- Site workflow
- Clinical confidence and proficiency

Scheduling Recommendations

For the initial couple of procedures, we recommend allocating:

- Approximately 45 minutes per case

This additional time helps ensure:

- Comfortable workflow adoption
- Team coordination
- Imaging optimization
- Efficient learning and troubleshooting

As familiarity with the platform increases, procedure times typically decrease.

4. Patient Selection Guidance for Initial Cases

To support a safe and efficient onboarding experience, FUSMobile recommends beginning with straightforward lumbar facet arthritis cases.

Recommended Initial Case Profile

- Lumbar facet arthritis indication
- Body Mass Index (BMI) of 40 or below

Contraindications & Exclusion Considerations

- Pregnancy or breastfeeding

- History of lumbosacral spine surgery
 - Metal hardware or foreign objects within the lumbosacral spine
 - Extensive scarring in the treatment area
 - Uncontrolled coagulopathy
 - Osteoporosis associated with an absolute spinal fracture risk greater than 10% over 10 years
 - Active rheumatologic disease causing spine pain and currently under active treatment
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5. Ongoing Clinical & Technical Support

FUSMobile remains committed to your success beyond installation and onboarding.

Your team will continue to have access to:

- Clinical application support
- Technical troubleshooting assistance
- Workflow optimization guidance
- Additional training sessions as needed
- Procedural support for expanded indications and advanced use cases

Our goal is to help your organization achieve a seamless integration of the Neurolyser XR platform while delivering excellent patient outcomes.

You will be required to sign an annual Service Contract to maintain the ongoing support following the 12 months warranty.

Please note that some of the above services are not included in the service and may require additional payment.

Partnership & Support

At FUSMobile, we believe successful implementation is built on collaboration, education, and clinical excellence.

We appreciate the opportunity to support your team and look forward to helping your organization successfully launch the Neurolyser XR platform.

For additional questions regarding installation, training, scheduling, or support, please contact your FUSMobile representative.

FUSMobile

Advancing Precision Pain Therapy Through Innovation