

Rental success is due to work!

Intent, organization and support is prime when renting your systems.

PRE-RENTAL:

- Update Windows & NeurOptimal[®] software
- Clean the actual system, check that the case is sturdy
- Confirm # of Sessions available (adjust as necessary)
- Remove all prior renter data
- Confirm system defaults are set (Vault-Tools, "Restore All" checked, Restore Defaults, Apply, OK)
- Start a test Session (remember less than 5 min will not count as a prepaid Session)
- Clean/Inspect/Test sensors (replace if necessary)
- Check Client paperwork Cheat Sheet Draft Rental Contract Manual/List of helpful links

SYSTEM DEMO/TRAINING OF NEW CLIENT:

- Update Windows & NeurOptimal[®] software
- Review contract (copy Client driver's license and credit card info)
- Explain short version of philosophy & correct **NeurOptimal[®]** language
- Discuss realistic goals (without adding any expectations)
- Explain the need for a reliable high-speed Internet service
- Proper care of the system (including cleaning it up)
- Teach sensor location with correct amount of paste
- Demonstrate 'Record a Session' (vs. playing back a Session)
- Discuss how to document shifts - Tracking Tools and responsibility of communication (how often and in what venue)
- Be sure to share your contact information for any issues that may arise

POST-RENTAL:

- Send emails, texts, or phone calls offering to 're-rent' to them
- Past renters are good referral sources, do not be afraid to ask them for a referral
- Tell them you are staying in touch and will reach out in 6 months to see how they are doing (then don't forget to do that!)
- Now that they have rented, are they interested in purchasing a system
- Ask them for a post-rental testimonial