

# Mindray Lifecycle Solution Guide

## ePM Series Patient Monitors

**Mindray's Commitment to Quality  
over the Lifetime of your Investment**



This Lifecycle Solution Guide provides a comprehensive overview of Mindray warranty coverage as well as service agreement options available throughout the life of your patient monitoring system.

### **ePM Series 3-Year Warranty Support Plan**

**Comprehensive 3-year warranty coverage on ePM Series monitors and modules includes:**

- Supported by Mindray mail-in repair center; loaners available as needed
- Technical phone support 8:30 AM – 5:30 PM EST, Monday – Friday, excluding holidays
- After hours dispatch which guarantees a service professional call back within two hours

### **Support Services**

Mindray is dedicated to providing cost-effective solutions for today's healthcare organizations. With your equipment purchase, you gain access to a service organization dedicated to maximizing equipment utilization, as well as your overall investment. Mindray offers the following services for the life of each platform:

- Technical Telephone Support
- Repair Center
- Regional Parts Bank
- Loaner Equipment

### **Service Options**

In addition to the initial 3-year coverage, Mindray is committed to exceptional post-sale service.

Options include:

- Biomedical Engineer Training
- Post-Warranty Services
- 24 x 7 Access to Mindray Field Service Professionals
- Software Maintenance Agreements

### **Software Maintenance Agreements**

Systems today typically incorporate third-party operating platforms, as well as proprietary clinical applications and algorithm software. A Mindray Software Maintenance Agreement (SMA) addressing application servers and patient monitors is designed to keep our customers at ease, by either safeguarding the functionality originally purchased via scheduled software patching and updates (Basic SMA) or by protecting from system obsolescence with annual application and operating system upgrades (Platinum SMA).

# Mindray Lifecycle Solution Guide

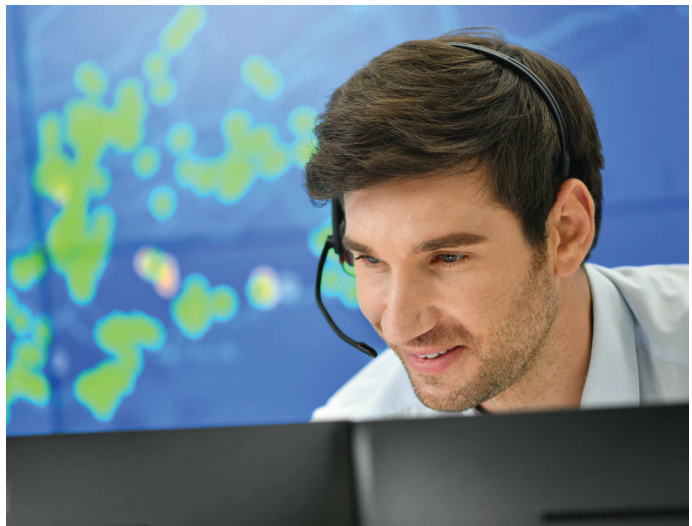
## ePM Series Patient Monitors

Multi-Tiered Service Agreements				
Contract Tier	Premium Care	Complete Care	Advanced Care	Basic Care
Tech Support 24 x 7	✓	✓	✓	✓
Corrective Repair Parts	✓	✓	✓	✓
Corrective Repair Labor	✓	✓	✓	✓
Corrective Repair Travel	✓	✓	✓	
Loaners	✓	✓	✓	
Parts Bank access 24 x 7	✓	✓	✓	
Remote Support via VPN	✓	✓		
Semi-Annual Preventive Maintenance	✓			
Annual Preventive Maintenance		✓		
Additional Coverage Options	Premium Care	Complete Care	Advanced Care	Basic Care
24 x 7 x 365 On-Site Response	✓	✓	✓	
Software Maintenance Agreements	✓	✓	✓	

### Multi-Tiered Service Agreements

Available for purchase at Point-of-Sale or Post-Warranty

- Basic coverage or three platinum level choices (see table)
- Can include Annual or Semi-Annual preventive maintenance programs
- Annual agreements or expandable to 5-year programs for billing efficiency
- Customizable to meet specific requirements
- Service Agreements protect the hardware solutions for the life of your equipment
- Software Maintenance Agreements extend the software life with updates and upgrades



Contact Mindray today at [contracts@mindray.com](mailto:contracts@mindray.com) or 877.913.9663 to discuss the benefits of ePM Series Service Solutions.

Mindray North America  
 800 MacArthur Blvd., Mahwah, NJ 07430  
 Tel: 800.288.2121 Tel: 201.995.8000 Fax: 800.926.4275 [www.mindray.com](http://www.mindray.com)

©2022 Mindray DS USA, Inc.  
 Mindray® is a registered trademark of Shenzhen Mindray Bio-Medical Electronics Co., Ltd. All rights reserved.  
 All brands and product names are trademarks of their respective owners. 01/22 P/N: 0002-08-10003 Rev A

**mindray**  
 NORTH AMERICA