

Mindray Lifecycle Solution Guide

Portable Ultrasound Systems

**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 ultrasound system.

Support Plans

Ultrasound Support Plan

- Mail-in warranty with Living Technology™ covers standard wear and system failure on new portable ultrasound systems and standard transducers purchased directly through Mindray
- Covered systems include: ME8, M9 Premium and TE-Series

TE Air Series Support Plan

- Three-year warranty with Living Technology™ covers standard wear and system failure on new transducers purchased directly through Mindray
 - One year coverage on accessories (USB charging cable, Air Capsule, etc.) Disclaimer: does not cover user owned mobile device.

Covered systems include: TE Air i3P, TE Air e5M

Transient Elastography Support Plan

- Five-year or three-year warranty with Living Technology™ covers standard wear and system failure on new systems and standard transducers purchased directly through Mindray
- Transient Elastography transducer offers one year warranty
- Covered systems include: Hepatus-Series* (Hepatus 6 offers five years, Hepatus 5 offers three years)

Technical Support Hours

- Live technical phone support (Monday – Friday 8:30 AM – 8:30 PM EST, excluding holidays)
- After hours on-call technical support (Monday – Friday 8:30 PM – 11:00 PM EST, weekends and holidays 11:00 AM – 11:00 PM EST)

Service Options

In addition to the five-year warranty, Mindray is committed to exceptional post-sale service.

Purchasable options include:

- Biomedical engineer training
- Post-warranty services
- Extended warranty, purchased at point of sale, also extends the Living Technology benefit
- Total care accidental damage warranty program

Living Technology

Living Technology is a continually evolving software-based approach to providing our customers with easily upgradeable enhancements made possible by our core imaging technologies. Available for systems under warranty, these updates and upgrades are available at no charge. Installation is not included. These upgrades secure product investment protection by ensuring that Mindray Ultrasound Systems remain at the cutting-edge of imaging performance throughout their entire life cycle.

Mindray Lifecycle Solution Guide

Portable Ultrasound System

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
- Mail-in service with loaner capability when under warranty
- On site service for TE X if deemed necessary by Mindray Service Team

Multi-level Service Agreements

Contract Tier	Basic
Technical Support	✓
Corrective Repair Parts	✓
Mail-in Service	✓
Overnight loaner available (with notice)	✓

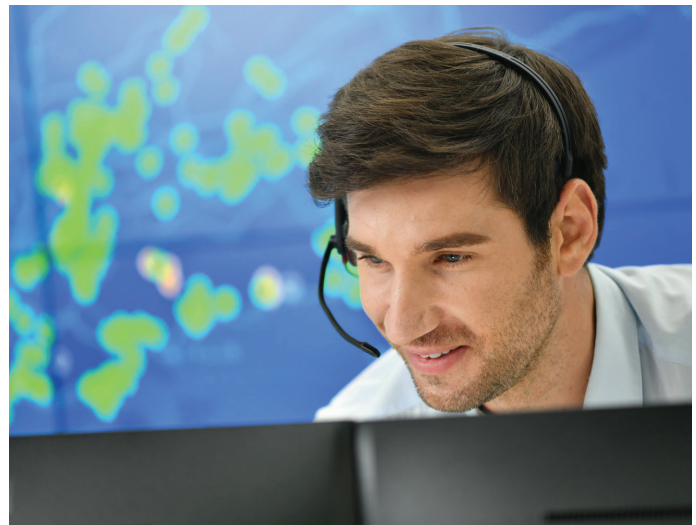
Optional Coverage	Basic
Semi-Annual Accredited Preventive Maintenance	✓
Annual Preventive Maintenance	✓
Total Care – Accidental Damage Coverage (under standard warranty)	✓

Mindray Ultrasound Service Coverage

Available for purchase at point of sale* or post-warranty

- Can include Annual or Semi-Annual preventive maintenance programs
- Annual agreements are expandable to 3 - 5-year programs for billing efficiency
- Customizable to meet specific requirements
- Service Agreements protect the hardware solutions for the life of your equipment
- Living Technology extends the software life with updates and upgrades keeping your platform current
- Total Care* provides accidental damage coverage for transducers, ultrasound system and cart under standard warranty only

*Total Care is available at the point of sale through the end of the standard warranty, expanding coverage on the system and accessories.



Contact Mindray today at 877.913.9663 to discuss the benefits of Mindray Ultrasound 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

©2025 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. 03/25 P/N: 0002-08-10011 Rev 4

mindray
NORTH AMERICA