

A Series

ADVANCED ANESTHESIA SYSTEMS

3-Year Warranty Coverage

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

Plan Features

The following begin upon system shipment:

- 3-year coverage on New A-Series anesthesia systems (A4, A5, A7, A8, A9)*
- Technical Phone Support access at no charge during normal business hours (8:30 AM–5:30 PM Monday–Friday, excluding U.S. holidays)
- 24x7 Access to Mindray Certified Field Service Engineers

Vaporizers

When combined with the A-Series Advantage anesthesia systems, electronic and mechanical vaporizers come with a standard one (1) year warranty.

Multi-Gas Modules

- N-Series multi-gas module: five (5) years
- eGM multi-gas module: three (3) years

Preventative Maintenance Kits

Many optional Preventative Maintenance (PM) kits are offered to our customers.

Service Options

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

Options include:

- Extended Warranty Options
- Biomedical Engineer Training
- Post-Warranty Service Offerings
- 24x7 Access to Mindray Certified Field Service Engineers

Mindray Support Services

Mindray is dedicated to providing cost-effective solutions for your organization's medical equipment needs. When you purchase Mindray equipment, you also gain access to a service organization dedicated to ensuring you get the most use out of your equipment. In order to maximize your investment, Mindray offers the following support services for the life of the product:

- Mindray Technical Support
- Mindray Repair Center
- Regional Parts Bank
- Loaner Equipment
- Product Documentation including Operator and Service Manuals

Technical Phone Support

Direct access to expert assistance is available for quick resolution of technical issues. Technical support provides remedial and preventive service from a central location to ensure maximum uptime and convenience. Call 877.913.9663

Warranty Statements

Complete warranty statements are available with each customer proposal and accompany every sales order.

* New consumable and non-serialized accessories are not included in this 3-year warranty

For more detailed information on Mindray service solutions, please call 877.913.9663 to reach our Service Operations team.

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