

Patient Monitoring and Anesthesia Mindray Service Solutions



Quality healthcare within reach

At Mindray, we believe we can save lives by making the most advanced healthcare technology attainable for all. Each customer is at the heart of what we do, and our relationships begin at the point of sale. We're committed to empowering our customers with cutting-edge technology, providing access to the latest innovations and a scalable platform that grows with their needs.

We are dedicated to providing exceptional customer support through our comprehensive technical, field service, and clinical education teams, ensuring uptime and peace of mind. When you invest in Mindray solutions, you gain access to a best-in-class service organization dedicated solely to ensuring you get the most use out of your equipment, so you can ensure your patients get the most out of their care.

Mindray Support Infrastructure for the Life of Your Equipment



Register today to access the Mindray EmpowerED Care Team Portal

[Click Here](#)

Technical Support

Mindray provides technical support for our patient monitoring, anesthesia and ultrasound solutions at no charge during normal business hours **8:30 AM to 5:30 PM EST**, Monday through Friday (except U.S. holidays). **Call: 877.913.9663**

Mindray Service Portal

This powerful, time saving tool, is designed for Biomedical Engineers to review existing Service Cases, Service Work Orders, Service Contracts and Facility Assets. Additional resources such as FAQ's, Knowledge Articles, and a Video Library are also available.

Repair Center

Located in Mahwah, NJ, and staffed with trained technicians, the Mindray Repair Center quickly troubleshoots, repairs, and returns your medical equipment.

Regional Parts Bank and Loaner Equipment

Mindray has regional parts banks throughout the country open 24/7 to reduce downtime. In the event customer equipment cannot be repaired on-site, loaner equipment is available at no charge for warranted products.

Certified Field Service Engineers

At the core of our service organization our Certified Field Service Engineers, accessible 24/7 via our dispatch center. Deployed in the field, these professionals ensure an initial call response time under two hours and are often available, on-site, the next business day or sooner, should the situation dictate.

Product Documentation

Operator's and service manuals are available online to ensure proper operation and care of our products.

Project Management

Mindray Project Managers are an invaluable asset during complex system installations. Taking ownership of the project and coordinating with the facility Project Manager and stakeholders on all sides, the Mindray Project Manager reduces downtime, accelerates system adoption, and improves customer satisfaction.

Microsoft® Operating System Patch Notification

As part of Mindray's cybersecurity initiatives, we validate Microsoft® operating system updates for use with Mindray applications. Customers are sent monthly email notifications regarding these critically important updates.

Add Value to Your Investment with After-Sale Services

Extended Warranty

At the time of purchase, Mindray offers an extended warranty for up to five years which includes emergency service, service repair, and all service calls during normal business hours.

Lifecycle Shield Agreements (LSA)

The Mindray LSA offers a customized software maintenance agreement to maintain our patient monitoring solutions and BeneVision DMS Servers at peak performance. The LSA Platinum includes application and algorithm upgrades while the LSA Platinum Plus provides, for servers, a hardware refresh within a five-year agreement.

Preventive Maintenance

A variety of preventive maintenance packages are available to proactively address anticipated service requirements and to maintain equipment assets in optimal condition.

Biomedical Engineer Training

Designed for customers with fully-staffed Biomedical Engineering Teams responsible for care and maintenance of all equipment, this program offers both hands-on and computer-based training for increased equipment familiarity and service efficiency.

Post-Warranty Service Contracts

Mindray offers an assortment of post-warranty service options allowing each customer to tailor the level of service needed for their organization. This additional coverage can be purchased at any time, providing a fixed and controllable cost of ownership.

Health Information System (HIS) Services

Mindray HIS professionals offer comprehensive services including: networking, ADT integration, seamless results and alarm communication for the EMR and secure enterprise distribution of patient data. Deploying Hospital Network Integration the HIS team facilitates essential productivity tools such as BeneVision CMS Viewer, Mobile App, VM eGateway, PDF printing, and wireless patient monitoring.



Our Vision

Better healthcare for all

Our Mission

Advance medical technologies to make healthcare more accessible



Mindray North America
Headquarters in Mahwah, N.J.

Your Trusted Partner

We are driven by a desire to provide unyielding service. When you purchase Mindray equipment, you gain access to an entire service organization dedicated to maximizing your uptime and minimizing your total cost of ownership.

The CARE Team is a service organization dedicated solely to ensuring you get the most use out of your equipment. With a dedicated team of clinical technology specialists, field service engineers, and in-house technical support specialists, we are committed to ensuring your systems operate smoothly and provide a timely and effective response when necessary.

At Mindray, your mission is our foundation. You strive to provide patients with the best care possible and rely on outstanding medical devices to provide exceptional care. We were founded on the goal of increasing access to outstanding healthcare by delivering high-quality, technology-rich, accessible medical devices that exceed clinicians' expectations and needs. Together, we can provide better healthcare for all.

For more detailed information on Mindray service solutions,
please call **877.913.9663** to reach a member of our CARE Team.

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healthcare within reach