

Mindray Service Offerings for Patient Care Solutions



More Than Just Coverage. A Care Experience You Can Count On.

While coverage matters, how that coverage is delivered matters just as much. We offer a range of service plans across our full portfolio — so you can choose the level of support that fits your needs, knowing the experience remains consistent at every level.

No matter which plan you choose, you can expect:

- **Highly responsive CARE Team** with fast access to knowledgeable technical experts
- **Proven customer satisfaction** across both technical support and care coordination
- **Quick resolution** through direct, expert support
- **OEM-trained specialists** who understand your equipment, workflows, and urgency

Mindray Service Plans

Our service care levels provide a clear progression — from essential support to comprehensive protection — so you can choose the right balance of coverage, cost and certainty.

Each tier is thoughtfully designed to deliver meaningful value, not unnecessary add-ons. As your needs evolve, your service plan can evolve with you.

Patient Monitoring & Life Support		
	Repair	On-site PM
Essential Care	Parts for repair	X
Basic	Mail-in	X
Basic Care +	Mail-in	✓
Advanced Care	On-site	X
Complete Care	On-site	✓
Premium Care	On-site	✓ 2 PM/contract yr
PM (annual)	X	✓
PM (semi-annual)	X	✓ 2 PM/contract yr
24/7	Extended coverage	X

On-site service hours are Monday–Friday 8:30 AM–5:30 PM local time. On-site service plan for any Mindray service agreement beyond regular business hours will be charged a premium rate.

Lifecycle Shield Agreements			
	Software Update	Software Upgrade	Hardware Refresh
Basic	✓	X	X
Platinum	✓	✓	X
Platinum+	✓	✓	✓

Lifecycle Shield Agreements available across these modalities:		
Vital signs Monitors	Bedside Monitors	Transport Monitors
DMS solutions	Interoperability solutions & software applications	eGateway

Software update: minor software improvements intended to maintain, protect, & improve performance

Software upgrade: larger software improvement that moves the system to a new version with expanded functionality & capabilities

Hardware refresh: replacing aging or obsolete devices with newer equipment or models before issues arise



Our Mindray CARE Team provides more than service; it provides confidence that help is there when you need it.

Mindray Service Plans

Ultrasound								
	Repair	Tech support	Remote Diagnostics	Spare Parts	Battery	Transducer	On-site PM [†]	Software updates
Essential Care	Parts for repair	✓	X	X	X	X	X	X
Basic Care	Mail-in	✓	✓	✓	✓	X	X	✓
Basic Care +	Mail-in	✓	✓	✓	✓	With the PM	1	✓
Basic Care Transducer	Mail-in	✓	—	—	—	✓ +1 accidental	—	—
Basic Care+Systems (Portable only)	Mail-in	✓	✓	✓	✓	X	1	✓
Advanced Care	On-site	✓	✓	✓	✓	X	x	✓
Complete Care	On-site	✓	✓	✓	✓	✓	1	✓
Premium Care	On-site	✓	✓	✓	✓	✓	2	✓
Total Care	4 repairs mail in	✓	X	X	3 exchanges + loaner	4 repairs/exchange	X	X
Total Care +	8 repairs on-site	✓	X	X	3 exchanges + loaner	8 mail-in repairs	X	X
Total Care Cart	1 cart exchange	✓	X	X	X	X	X	X
PM comprehensive (annual)	—	✓	X	X	X	X	1	X
PM Comprehensive (Semi-annual)	X	✓	X	X	X	X	2	X
Care Comprehensive	X	✓	X	X	3 replacements	1 accidental	X	X

[†]The covered equipment will undergo full safety inspection and diagnostic performance evaluation along with phantom imaging on a calibrated phantom. Patient safety is verified, and a written record of service performed is provided to the customer. PM Coverage includes associated transducers for the covered unit. This in-depth PM check is compliant with the American College of Radiology (ACR) requirements.

*Coverage for all service plans excludes accessories, misuse, accidental damage, and theft.



Our Vision

Better healthcare for all

Our Mission

Advance medical technologies to make healthcare more accessible



Mindray North America
Headquarters in Mahwah, N.J.

Support You Can Trust



Many of the top 100 Hospitals in the US are using Mindray solutions*



Since its inception, the Mindray CARE Team has received 97% customer satisfaction ratings for on-site field service



Mindray offers industry-leading warranties and best total cost of ownership across our portfolio

Mindray's service earns high customer ratings because we resolve issues at the source, reducing downtime and helping hospitals keep patient care on track.

From the first call to resolution, our focus is simple:

- Resolve issues quickly
- Communicate clearly
- Keep your clinical teams supported

That commitment applies to every service level we offer.

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

*<https://rankings.newsweek.com/worlds-best-hospitals-2025>