



# M9 Ultrasound System

# Warranty Coverage

Designed to fully protect your investment

## Plan Features

The following begin upon system shipment:

- 5 year coverage on system, parts and technical phone support (Monday–Friday, 8am–8pm ET, excluding U.S. holidays)
- 5 year coverage on standard transducers (normal wear and failure)
- 5 year software performance updates with Living Technology
- 1 year accessory coverage (cart/trolley, peripherals, batteries, needle guides, etc.)

## 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.

## Mindray Certified Spare Parts

Factory-original replacement parts support your Mindray investment. Every Mindray replacement part is guaranteed to perform to current factory specifications and design revisions. Parts are tested and qualified with the same stringent processes as your original system, so you have the assurance of compatibility and optimal performance. When a problem occurs, replacement parts are shipped overnight for arrival next business day.

*For more detailed information on ultrasound service plans or purchasable options, please contact us at [ultrasound.contracts@mindray.com](mailto:ultrasound.contracts@mindray.com) or 650.316.3148*

## Living Technology

Periodic, free enhancements to existing capabilities maximize your original investment and help keep your Mindray system current with the latest technology for five years. Software and hardware options, which may be purchased separately, are not included with updates.

## Ultrasound Care - *Optional*

Provides transducer accidental damage (standard transducers only), printer, wireless adaptor, and battery coverage during the five year system warranty. Transducer replacements are limited to one damage event per year during the five year warranty period. Provides one battery replacement per 24-month period, not to exceed 3 battery replacements within coverage period. Covers printer and wireless adaptor when purchased directly from Mindray.

## Ultrasound Accreditation PM - *Optional*

All covered equipment will undergo operational, functional and patient safety inspection along with transducer evaluation. A written record of service is provided. One visit per year for five years.

## TEE/3D Transducer Coverage - *Optional*

Provides replacement coverage for normal wear, failure and accidental damage limited to one TEE/3D transducer per system, per year. Must be purchased with system coverage, not sold separately. Pricing is per year.

## Cart Battery Coverage - *Optional*

Provides two battery replacements during the system warranty period.

## Mindray North America Innovation Center

2100 Gold Street  
San Jose, CA 95002

Tel: 800.288.2121 Support: 877.913.9663 [www.mindray.com](http://www.mindray.com)

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