

Mindray Lifecycle Solution Guide

Cart-Based Ultrasound System

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.

Ultrasound Support Plan

- 5-year warranty with Living Technology™ on new cart-based ultrasound systems and standard transducers purchased directly through Mindray
- Covered systems include: Resona 7, Resona I9, DC-90, TE X, ZS3, and Z.One PRO (Specialty transducers have one year warranty)
- 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)
- Parts bank available 24/7

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
- On-site service

Service Options

In addition to the 5-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

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.

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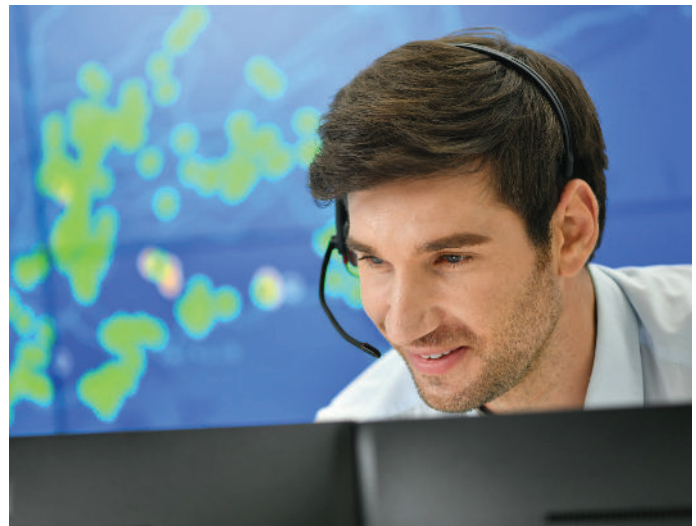
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Multi-level Service Agreements		
Contract Tier	Advanced Care	Basic
Technical Support	✓	✓
Corrective Repair Parts	✓	✓
Corrective Repair Labor	✓	
Corrective Repair Travel	✓	
Parts Bank Access 24/7	✓	
Optional Coverage	Advanced Care	Basic
Semi-Annual Accredited Preventive Maintenance	✓	✓
Annual Preventive Maintenance	✓	✓

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



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

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