

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 monitor and module hardware
- Technical phone support (8:30 AM–5:30 PM Monday–Friday, excluding U.S. holidays)
- Consumable items are not included in this warranty

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 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

Service Options

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

Options include:

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

Preventative Maintenance Kits

Preventative Maintenance (PM) kits or service travel/labor costs associated with PM kits are not included in the 3-year standard warranty unless this option was purchased separately.

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