

Mindray Lifecycle Solution Guide

Vital Signs Monitors

**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 vital signs monitor.

VS and Accutorr Series Vital Signs 3-Year Warranty Support Plan

Comprehensive 3-year warranty coverage includes:

- Supported by Mindray mail-in repair center; loaners available as needed
- Technical phone support 8:30 AM – 5:30 PM EST, Monday – Friday, excluding holidays
- After hours dispatch which guarantees a service professional call back within two hours

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 monitor:

- Technical telephone support
- Repair center
- Mail-in service

Service Options

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

Options include:

- Biomedical engineer training
- Post-warranty services
- 24/7 access to Mindray field service professionals
- Software maintenance agreements

Software Maintenance Agreements

Systems today typically incorporate third-party operating platforms, as well as proprietary clinical applications and algorithm software. A Mindray Software Maintenance Agreement (SMA) addressing application servers and patient monitors is designed to keep our customers at ease, by either safeguarding the functionality originally purchased via scheduled software patching and updates (Basic SMA) or by protecting from system obsolescence with annual application and operating system upgrades (Platinum SMA).

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Multi-Tiered Service Agreements	
Contract Tier	Basic Care
Tech Support 24/7	✓
Corrective Repair Parts	✓
Corrective Repair Labor	✓
Additional Coverage Options	
Semi-Annual Preventive Maintenance	✓
Annual Preventive Maintenance	✓
Software Maintenance Agreements	✓

Multi-Tiered Service Agreements

Available for purchase at Point-of-Sale or Post-Warranty

- Basic coverage provides mail-in service
- Can include annual or semi-annual preventive maintenance programs
- Annual agreements or expandable to 5-year programs for billing efficiency
- Service Agreements protect the hardware solutions for the life of your equipment
- SMAs extend the software life with updates and upgrades



Contact Mindray today at contracts@mindray.com or 877.913.9663 to discuss the benefits of the Vital Signs Service Solutions.

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