

Patient Monitoring and Anesthesia Mindray Service Solutions



Quality healthcare within reach

At Mindray, we believe we can save lives by making the most advanced healthcare technology attainable for all. Every customer is our most important customer and our relationships begin at the point of sale. Our commitment to keeping our customers at the leading-edge of technology means access to the latest innovations and a scalable platform to properly support partners as they grow.

We are dedicated to providing exceptional customer support through our comprehensive technical, field service, and clinical education teams, ensuring uptime and peace of mind. When you invest in Mindray solutions, you gain access to a best-in-class service organization dedicated solely to ensuring you get the most use out of your equipment, so you can ensure your patients get the most out of their care.

Mindray Support Infrastructure for the Life of Your Equipment



Technical Support

Mindray provides technical support for our patient monitoring, anesthesia and ultrasound solutions at no charge during normal business hours **8:30 AM to 5:30 PM EST**, Monday through Friday (except U.S. holidays). **Call: 877.913.9663**

Repair Center

Located in Mahwah, NJ, and staffed with trained technicians, the Mindray Repair Center quickly troubleshoots, repairs, and returns your medical equipment.

Regional Parts Bank and Loaner Equipment

Mindray has regional parts banks throughout the country open 24/7 to reduce downtime. In the event customer equipment cannot be repaired on-site, loaner equipment is available at no charge for warranted products.

Product Documentation

Operator's and service manuals are available online to ensure proper operation and care of our products.

Project Management

Mindray Project Managers are an invaluable asset during complex system installations. Taking ownership of the project and coordinating all stakeholders, the Project Manager reduces downtime, accelerates system adoption, and improves customer satisfaction.

Certified Field Service Engineers

At the core of our service organization our Certified Field Service Engineers, accessible 24/7 via our dispatch center. Deployed in the field, these professionals ensure an initial call response time under two hours and are often available, on-site, the next business day or sooner, should the situation dictate.

Microsoft® Operating System Patch Notification

As part of Mindray's cybersecurity initiatives, we validate Microsoft® operating system updates for use with Mindray applications. Customers are sent monthly email notifications regarding these critically important updates.

Add Value to Your Investment with After-Sale Services

Extended Warranty

At the time of purchase, Mindray offers an extended warranty for up to 5 years which includes emergency service, service repair, and all service calls during normal business hours.

Software Maintenance Agreement (SMA)

Mindray offers customized software maintenance agreements to maintain our patient monitoring solutions at peak performance. The SMA includes operating system, application, and algorithm updates, and depending on the configuration, may also include operating system, application, and algorithm upgrades.

Preventive Maintenance

A variety of preventive maintenance packages are available to proactively address anticipated service requirements and to maintain equipment assets in optimal condition.

Biomedical Engineer Training

Designed for customers with fully-staffed Biomedical Engineering Teams responsible for care and maintenance of all equipment, this program offers both hands-on and computer-based training for increased equipment familiarity and service efficiency.

Post-Warranty Service Contracts

Mindray offers an assortment of post-warranty service options allowing each customer to tailor the level of service needed for their organization. This additional coverage can be purchased at any time, providing a fixed and controllable cost of ownership.

Health Information System (HIS) Services

Mindray HIS professionals offer comprehensive services including: networking, ADT integration, seamless results and alarm communication for the EMR and secure enterprise distribution of patient data. Deploying Hospital Network Integration the HIS team facilitates essential productivity tools such as BeneVision CMS Viewer, Mobile App, VM eGateway, PDF printing, and wireless patient monitoring.



healthcare within reach



monitoring • anesthesia • ultrasound

Vision: Better healthcare for all

Mission: Advance medical technologies to make healthcare more accessible

Mindray is a leading developer, manufacturer and supplier of medical device solutions and technologies used in healthcare facilities around the globe. We believe we can change lives by making the most advanced healthcare technology attainable for all. We do this by empowering healthcare professionals through innovative, high-value solutions that help create the next generation of life-saving tools across patient monitoring, anesthesia delivery and ultrasound imaging.

At Mindray, we understand the shift in healthcare from volume to value and continuously deliver solutions that matter in this evolving environment. Our team is disrupting the industry, radically addressing today's needs with the technology of tomorrow. We are creating innovative, game-changing products and partnerships, shaping a new conversation for healthcare providers across North America. We work with thousands of healthcare providers day-to-day to drive the development and implementation of smarter technology – solutions that are simple and affordable, easy to adapt, and return bottom line results and meaningful outcomes. Together, we are creating a higher standard for healthcare.

Mindray North America is headquartered in Mahwah, New Jersey. Our Ultrasound Innovation Center is located in San Jose, California with additional facilities in Nashville, Tennessee and Seattle, Washington.



Mindray North America Corporate Headquarters, Mahwah, NJ



Innovation Center, San Jose, CA

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

Mindray North America
800 MacArthur Blvd., Mahwah, NJ 07430
Support: 877.913.9663 Tel: 800.288.2121 Tel: 201.995.8000 www.mindray.com

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