



Technical Support

Our comprehensive service offering

www.mindrayuk.com

mindray

Boost uptime and maximise your technology investments

Have peace of mind knowing that your technology investments are protected - running safely and at maximum efficiency with the support of our UK service team. Rely on our certified experts for technical phone support, rapid repairs, in-field assistance, remote IT support and training.



Technical expertise you can rely on

To maintain the health of your medical devices and IT systems, you need reliable, knowledgeable experts. Our service team know our entire product range inside out, and are certified to provide the quality advice and support that will keep your systems running at optimal performance.

UK National Service Centre

Mindray's UK National Service Centre is located in Cambridgeshire, providing technical support and rapid repair and maintenance services.

Accessible support

Our UK-based technical support team are just a phone call away. Just pick up the phone and dial **01480 416840** and press option 3 to speak to one of our experts. If they are unable to deal with your query or fault remotely, they will arrange on-site assistance with your designated local field-based service engineer.

Rapid repair services

Mindray devices are known for their reliability, but even the best technology needs to be repaired sometimes. Whether from accidental damage or heavy use, our UK bench technicians are on hand to get your technology up and running again in no time.



"We take excellent care of your technology, to help you take excellent care of your patients".

Investment protection

Flexible service contracts

Maximise equipment performance and extend the life-cycle of your systems with a flexible service contract to complement your in-house capabilities and budget.

Our cost-effective contracts help customers to plan and manage annual service costs with accuracy. Contracts can include:

- Annual preventative maintenance
- On-site emergency repairs and parts, within warranty
- On-site emergency repairs and parts, outside of warranty
- On-site and remote IT support
- Accidental damage cover
- Loan equipment
- Battery replacements
- Technical training

Read how Dorset County Hospital NHS Foundation Trust is saving thousands on maintenance with a Mindray service contract, visit: www.mindrayuk.com or scan the QR code.



Remote IT support

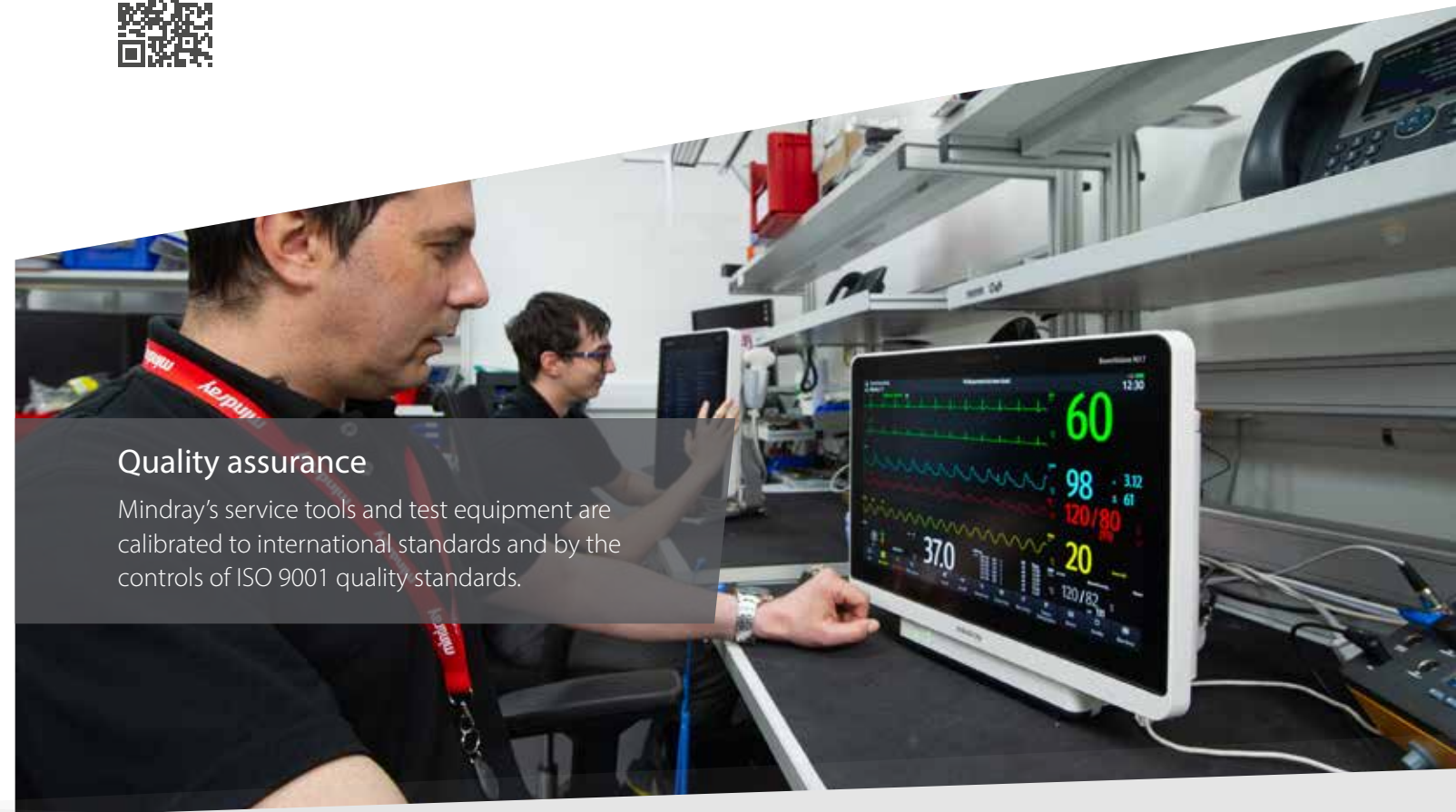
Minimise disruption and downtime with our remote IT support. Get updates, upgrades and expertise whenever your system requires, with our reliable technicians.

Loan Equipment Service

Have peace of mind with Mindray's loan equipment service. Provided with our service contracts, loan units are available to ensure no interruption in care to your patients.

Quality assurance

Mindray's service tools and test equipment are calibrated to international standards and by the controls of ISO 9001 quality standards.



Empowering independence

Technical Training

Our technical training courses help you to manage and maintain your medical devices independently. Delivered by our certified technical experts, each course is tailored to the needs and experience of attendees, providing confidence to:

- Perform preventive maintenance, repairs, and calibration in accordance with recommended factory procedures
- Analyse, isolate and correct any operator or product malfunction
- Navigate factory menus and network setup
- Instruct users to safely operate and maintain their Mindray products
- Consult with medical staff to maximise the effectiveness of their Mindray instrumentation



Course type	Description	Content
Essential training	Learn the essentials in managing your Mindray devices. These courses can be delivered face-to-face or virtually.	Covers the essentials including functional concepts, operation and preventative maintenance.
Full training	Hands-on training that goes beyond the basics providing the skills to manage more complex tasks. These courses are delivered face-to-face.	Covers the essentials as well as calibration, troubleshooting practice, assembly/disassembly, factory menus and network setup.

To request technical training, scan the QR code and complete the form.



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