

Universal™ Full-Service Solutions

Expert Support, Reduced Disruptions, Enhanced Care

Universal Standard Full-Service

- Quick response time
 - On-site response time – 6 hours
 - Remote response time – 30 minutes
- 8AM-5PM onsite coverage hours (parts and labor included)
- 95% uptime guarantee*
- Probe replacement coverage and pooling options available.
- Planned Maintenance with equipment quality checks (EQC) included and image quality checks (IQC) optional as needed for an additional charge.
- Next day parts shipping: by 10:30am LST
- Next-day loaner coverage and depot repair at GEHC facilities on compact products.**
- Remote technical and applications support included.**
- Software and quality updates



Expertise: Dedicated and highly trained local experts

4000+
Field Engineers and BMETS¹

450+
Applications Specialists

Quality: Large OEM Parts Network

Over
100K SKUs

OEM
Quality Standard

Uptime: Remote Diagnostics**

~40%
Remote Fix Rate²

Up to
70% reduction
in onsite repair time

Performance: Mobile Asset Management

Annual PMs
ensure optimized performance

Real-time
service event notifications via
MyGEHealthCare experience
[gehealthcare.com/services/mygehealthcare-experience](https://www.gehealthcare.com/services/mygehealthcare-experience)

* Option to buy up.

** Not available on all products.

¹Includes remote service engineers & technical service engineers.

²Remote Fix rate: 2023. GE HealthCare Data on File