



Our process is simplified from start to finish in order to provide you with the solution that meets your need.

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#### Step One - Loaners

We continually enhance our loaner inventory and can provide you with next-day loaner service to help reduce the time that your ultrasound system is down.

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#### Step Two - Inspection and Diagnostics

Our detailed inspection process can identify any cosmetic or performance issues within the probe. We conduct a full visual inspection, test the probe's structural and electrical integrity, test both electrical and acoustic properties through our proprietary FirstCall testing device, and perform a full image quality check.

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#### Step Three - Detailed Evaluation

Our experienced team will provide you with a full evaluation of your probe as-well-as recommendations for both repair and replacement options. Our quotes include visual images of probe damage and a FirstCall report.

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#### Step Four - Customer Repairs

Once authorized, the repairs are conducted in our state-of-the-art facility and held to our high quality ISO 9001 and ISO 13485 standards. Our average repairs times are 7 days for general probes and 10 days for TEE probes.

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#### Step Five - Final Inspection and Shipment

Once repairs are completed, we verify our repairs through one last final inspection process. Once you receive your repair probe, you return our loaner inventory.

## Have a probe failure?

Contact our Customer Support team direct at  
(877) 386-3246 or [Probe.Services@ge.com](mailto:Probe.Services@ge.com)