



Are your **probes** bringing you down?

GE Healthcare, through its division Unisyn*, is a trusted provider for multi-vendor ultrasound probe solutions and can support your ultrasound programs by providing comprehensive, convenient, and economic probe repair and exchange services.

Here is how it works:

1 Request & Ship

Call the CARES call center with a probe failure
1-800-668-0732, or email proberepairservices@ge.com
 Request loaner¹ probe (if required)

Receive loaner probe (if requested)

Ship your probe for evaluation

2 Review Quote & Approve Repair

GE A full diagnostic on the probe is performed using proprietary FirstCall* technology

GE sends quote & diagnostic report by email

Customer authorizes repair by email

GE If the repair is authorized, the probe is repaired using ISO 9001 and ISO 13485 certified quality processes

3 Receive & Invoice

GE GE sends repaired² probe
 (Along with all repair documentation)

Customer ships back the loaner probe (if applicable)

Customer receives a bill for services performed

¹ Loaners are subject to availability. ² In some instances, a replacement may be offered.

For more information contact your GE Healthcare Team at
1-800-668-0732 or email proberepairservices@ge.com

