

UNISYN

A division of GE Healthcare

Your FirstCall for multi-vendor probe repair

Unisyn*, a division of GE Healthcare, is your trusted provider for ultrasound probe solutions. Unisyn supports your ultrasound programs by providing comprehensive, convenient, and economic probe repair and exchange.

**Unisyn, a division of GE Healthcare,
provides you with:**

- In-depth FirstCall probe testing services
- Extensive probe repair capabilities
- A variety of options for high quality probe repair and exchange
- Convenient access to probe loaners
- Rapid probe evaluation and repair turnaround



FirstCall probe testing, integrated into our process

Proprietary to Unisyn, our FirstCall probe testing device provides a detailed analysis of probe performance. FirstCall testing is integrated into our diagnosis and repair processes and we use FirstCall technology to verify customer repairs each step of the way.

FirstCall probe diagnosis

During the inspection process, FirstCall can properly identify common ultrasound probe failures, such as:

- The total number and exact location of dead or weak elements within the array
- Changes in the acoustic performance of the array
- Probe lens damage or delimitation
- Broken wires within the probe cable, flex circuit, and probe head
- Defective electronics within the probe connector

Inventory you can rely on

We stock a large quantity of loaner probes across several manufacturers and we check the quality of our probe inventory using our FirstCall technology. We know it is critical to deliver probes to you as quickly as possible so you can get your ultrasound equipment up and running.

Thorough probe inspection and evaluations

All of the probes that come through our facility go through an in-depth inspection process to diagnose clinical performance as well as assess the cosmetic condition of the probe. Our extensive four-point inspection process provides you with a detailed analysis of the health of your probe.

You will receive a detailed four-point evaluation summarizing the condition of your probe including:

- Visual inspection of the probe's cosmetic condition
- Electrical leakage testing for the probe's structural and electrical integrity
- FirstCall testing that measures the probe's electrical and acoustic properties
- System and console scanning to check the overall imaging performance (available for most probe models)



Your one stop shop for probe repair

For more information contact your
GE Healthcare Team at 1-800-668-0732
(After the language selection press 1, then 7)
Or email proberepairservices@ge.com

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