

# OEC<sup>®</sup> UltimaCare

## Uptime Is the Bottom Line

GE Healthcare redefines peace-of-mind by offering hassle-free premium service with the OEC UltimaCare Service Contract. Because uptime is the bottom line, UltimaCare was designed with features and guarantees that help ensure your machine is available when you need it. An OEC UltimaCare Service Contract allows you to focus on patient care, your credibility with staff and physicians, and maximizing your business.

*"We were in a time sensitive situation with cases scheduled the next afternoon. My OEC engineer overnighted the part and had it installed—we were good to go in the afternoon."*

*– Ruth, Nurse Manager*

*"My OEC Service engineer just seems to be on top of it. GE is always right there when it comes to providing us the service we need."*

*– Lester, Lead Imaging Technician*



# Service you can count on with an OEC® UltimaCare Contract

Specifications for OEC UltimaCare	
98% Uptime Guarantee	✓
Travel and Labor (8-5, Monday-Friday)	✓
GE OEC Certified Parts Coverage	✓
Access to System Loaner Pool	✓
Overnight Parts Delivery	✓
Annual GE OEC 300+ Point Planned Maintenance	✓
Power Quality Audit	✓
Preferred Rates Outside Coverage Hours	✓
Technical Phone Support (24 x 7)	✓
GE OEC Clinical Phone Support (8-5, Monday-Friday)	✓
30% Discount on Glassware*	✓
25% Discount on Future Upgrade Purchases	✓
Operating System/Hardware Reliability Updates	✓
Service Management Reports	✓
10% Discount on Consumables (exc. NAV)	✓

\*Glassware coverage available.

## Proactive Services

- ✓ A GE OEC 300+ Point PM, performed by an expert OEC Field Service Engineer, will help minimize downtime, maximize image quality, and improve reliability.
- ✓ A Power Quality Audit will check line regulations, grounding, faulty outlets and line impedance—understanding your power is a step towards reliability.

## Ready Access to Surgery Experts

- ✓ GE OEC Technical Phone Support is staffed by Field Service Engineers with on average of over 15 years of hands-on experience.
- ✓ GE OEC Clinical Call Center—Call to talk through clinical applications such as digital subtraction angiography (DSA), road mapping, or which profile to use for a certain application.



imagination at work

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