



GE HealthCare

Imaging Remote Technical Support Coverage

Modality	OEM	Customer Coverage (CST)
X-Ray	GE HealthCare Mammo/Other	6 am – 7 pm M-F
	GE HealthCare RAD/RF	6 am – 8 pm M-F 8 am – 5 pm Sat-Sun
	GE HealthCare Lunar	7 am – 6 pm M-F
	GE HealthCare Solutions Enterprise Imaging (SEI)	7 am – 7 pm M-F
	Philips/Picker XR/Vasc	6 am – 10 pm M-F
	Siemens XR/Vasc	6 am – 10 pm M-F
	Canon/Toshiba XR/Vasc	7 am – 7 pm M-F
Image Guided Solutions (IGS)	GE HealthCare Vascular IGS	24/7
Nuclear Medicine	GE HealthCare	6 am – 7 pm M-F
	ADAC/Philips, Siemens, all other multi-vendor	7 am – 7 pm M-F
Computed Tomography (CT)	GE HealthCare	24/7
	Philips, Siemens, Canon/Toshiba	6 am – 7 pm M-F
Magnetic Resonance Imaging (MRI)	GE HealthCare	24/7
	Philips/Picker, Siemens, Canon/Toshiba	6 am – 7 pm M-F
Imaging Digital Solutions	GE HealthCare	7 am – 7 pm M-F
Computed Radiography	Agfa, Fuji/Philips	7 am – 7 pm M-F
Ultrasound	GE HealthCare, all multi-vendor	7 am – 7 pm M-F
Positron Emission Tomography (PET)	GE HealthCare	24/7
	Siemens and Philips	7 am – 7 pm M-F
Advantage Workstation/Server	GE HealthCare	24/7
Parts ID/Tools	Multi-Vendor (non-GE HealthCare)	8 am – 5 pm M-F

••• Phone support trees •••

Clinicians and Admin

Call: 800-443-4471

1. Cares
2. Global Parts
3. **Support**
5. Customer Escalation

1. **Technical Support** (Cares to create an internal support; NOTE you can also create an internal support in FX or FX2)
2. Applications Support

In-House and Channel Partner Engineers

Call: 888-446-7484

Enter Badge and PIN #
Please note: Callers must enter their Badge/PIN to receive engineer-level support.

1. In-House Technical Support
2. Parts Orders
3. Part Identification
4. In-House Operations Specialist
5. OEC Technical Support

Technical Support via remote engineers is not applicable on GE HealthCare holidays.
For urgent support contact CARES at 1-800-437-1171.

2026 GE HealthCare holidays: January 1, January 19, May 25, July 2-3, September 7, November 11, November 26-27, December 24-25

The information and coverage hours/days stated herein are subject to change without prior notice by GE HealthCare. Please visit www.gehealthcare.com/service-hours for the most current information and coverage hours/days.

Central Standard Time Zone (CST) listed for all modalities/OEM's. Outside of coverage hours, leave a message for a remote agent to call back. Remote Technical Support Coverage during Equipment Warranty: Remote Technical Support during equipment warranty is available 8 am to 5 pm local time, Monday-Friday (excluding GE HealthCare holidays), and outside those hours at GE HealthCare's then-current rates.

Patient Care Solutions (PCS) Remote Technical Support Coverage

Modality	Product	All service agreements
Diagnostic Cardiology – Carts/Stress	CASE™, Treadmills, ECG Carts	8 am – 5 pm M-F
Diagnostic Cardiology – MARS, MUSE, Holter	MARS™, CardioDay, MUSE™, DICOM Gateway Pro, EMR Gateway Pro	24/7
Anesthesia and Respiratory Care	Anesthesia Delivery Systems, Critical Care Ventilators	24/7
Bedside Monitoring	Bx50, B40, B1x5, CANVASTM, Carescape One, PDM	24/7
Vital Signs Monitors	VC150, V100, Portrait VSM	24/7
Communication and Informatics (Wireless)	Telemetry, Gateways, Wireless	24/7
Maternal and Infant Care	Warmers, Coro, Incubators, Novii™	8 am – 5 pm M-F
Depot Repair	Assets flagged as Depot repairable	8 am – 5 pm M-F
Invasive Cardiology	Invasive Cardiology	24/7

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Technical Support – US and Canada

Call: 800-437-1171

1. Service/Support/Apps

1. Service/Support/Apps
2. Parts/Supplies/Accessories
3. Billing
5. Recycling information
6. Compliance Program

1. Imaging/PACS/Invasive Cardiology

2. OEC/Surgery

3. Other GE HealthCare equipment

1. Depot repair, rental, or Advanced Exchange
2. Vaporizers
3. All other requests
4. Biomed
5. iCenter™ Support
6. Asset Plus
7. All other digital solutions
8. Probe Services