

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
	GE HealthCare Lunar	7 am – 6 pm M-F
	GE HealthCare Vascular IGS	24 x 7
	GE HealthCare Solutions Enterprise Imaging (SEI)	7 am – 7 pm M-F
	GE HealthCare Invasive ICAR	7 am – 5 pm M-F
	Philips/Picker	6 am – 10 pm M-F
	Siemens	6 am – 10 pm M-F
	Canon/Toshiba	7 am – 7 pm M-F
	Hologic/Lorad	7 am – 7 pm M-F
Nuclear Medicine	GE HealthCare	6 am – 7 pm M-F
	ADAC/Philips	7 am – 7 pm M-F
	Siemens	7 am – 7 pm M-F
	All others	7 am – 7 pm M-F
Computed Tomography (CT)	GE HealthCare	24 x 7
	Philips	6 am – 7 pm M-F
	Siemens	6 am – 7 pm M-F
	Canon/Toshiba	6 am – 7 pm M-F
Magnetic Resonance Imaging (MRI)	GE HealthCare	24 x 7
	Philips/Picker	6 am – 7 pm M-F
	Siemens	6 am – 7 pm M-F
Computed Radiography	Agfa	7 am – 7 pm M-F
	Fuji/Philips	7 am – 7 pm M-F
Ultrasound	GE HealthCare	7 am – 7 pm M-F
	All Multi-vendor	7 am – 7 pm M-F
Invasive Cardiology	Invasive Cardiology	7 am – 5 pm M-F
Positron Emission Tomography (PET)	GE HealthCare	24 x 7
	Siemens and Philips	7 am – 7 pm M-F
Advantage Workstation/Server	GE HealthCare	24 x 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**
4. Administration
5. Customer Escalation

1. **Technical Support**
2. Applications Support
3. IT Helpdesk
4. Cell phone Support
5. Pager Support

3. Online Center

1. Advantage Workstation/Server
2. Computed Tomography (CT)
3. Magnetic Resonance Imaging (MRI)
4. Multi-Vendor (non-GE HealthCare)
5. Nuclear Medicine
6. Positron Emission Tomography (PET)
7. Solutions Enterprise Imaging (SEI)
8. Ultrasound
9. X-Ray

In-House and Channel Partner Engineers
Call: 888-446-7484

Enter Badge and Pin #
Please note: callers cannot use SSO

Online Center

1. Advantage Workstation/Server
2. Computed Tomography (CT)
3. Magnetic Resonance Imaging (MRI)
4. Multi-Vendor (non-GE HealthCare)
5. Nuclear Medicine
6. Positron Emission Tomography (PET)
7. Solutions Enterprise Imaging (SEI)
8. Ultrasound
9. X-Ray

Does not apply to GE HealthCare holidays.

The information and coverage hours/days stated herein are subject to change without prior notice by GE HealthCare. Please visit <https://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 Life Support Solutions (LSS)	Anesthesia, Respiratory	24/7
Bedside Monitoring	Bx50, B40, B1x5, CANVAS™, 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

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Phone support tree

Technical Support — US and Canada
Call: 800-437-1171



- 1. Service/Support/Apps
- 2. Parts/Accessories
- 3. Billing
- 4. Patient on the table
- 5. Recycling information



- 1. Imaging/PACS
- 2. OEC/Surgery
- 3. Other GE HealthCare equipment
 - 1. If you already have an open service request for the asset
 - 2. Clinical Applications, Onsite Repair, and Depot Repair
- 3. Tech Support
 - 4. Parts ID
 - 4. Biomed
 - 5. Detailed menu



- 1. Patient on the table
- 2. Technical Support
- 3. Serial Number help