



Parts, Support, Repair, Refurbishment

We have what you need or we will find it for you.

From MRI coils and CT tubes to PET detectors, our huge inventory of parts is standing by to support your every need. Our parts depot is staffed 24/7 for expedited deliveries to locations worldwide. Plus, with every part sale, SouthWest provides availability to a qualified Technical Support Engineer to assist you in proper installation and troubleshooting.

- GE MRI, CT, and PET CT Parts
- 24/7/365 tech support with all parts sales
- \$20 million in parts inventory
- Coil: repairs, refurb, replacement, loaners
- Nationwide courier services & forward stocking locations
- Parts contracts: tiered pricing & discounts available
- 90 day warranty standard
- Internal test/repair Engineers

Features

- One-time services and special projects
- Install/deinstall
- Ramp/shim (passive/supercon)
- T&M
- Emergency services

SouthWest MEDICAL RESOURCES 1290 E Elm Street, Suite B, Ontario, CA 91761 P. 1-877-USE-SWMR F. 951-735-3373
info@swmedicalresources.com www.swmedicalresources.com



iCare Listens

Engineering Partners in Customer Service

INDUSTRY EXPERTS SERVING THROUGH INNOVATION AND CARE

The engineer's job is to hear the equipment's needs, repair that equipment, and get it back up and running to its optimum capability. iCare's job is to hear the customer's needs, and find a solution that works best for you. Our iCare department is all about taking care of the customer experience. With personalized updates every step of the way - customers are confident that their issues are being addressed, prioritized, actively serviced, and taken care of. Eliminating your stress by minimizing down time is always our goal. SouthWest takes it one step further with the final and most important call: the follow up/follow through. We value your interaction with iCare, and take your feedback seriously to better serve and cater to our customers.



Preventative, Proactive, and Predictive

Monitoring the health of your CT/MRI/PET CT

We've got your back at SouthWest. No power, no network — no problem! Minimizing your stress by minimizing down time is always our goal. We're effectively monitoring and preventing issues before they begin with our mobile RDU and 24/7 expert phone support. We're always here when you need us!

Protect your assets and your patients with Remote Diagnostic Services from SouthWest. Sign up for an RDU contract and have a team of experts monitoring your MRI's vital system information 24/7.

- Magnet pressure
- Compressor errors
- Coldhead status
- Quench alert
- HIPAA compliant image file transfer
- Environmental monitoring
- Chiller status: temp and flow
- Helium level
- Mobile Package
- Individualized and customizable alerting
- Customer dashboard
- Minute/hour reporting
- 24/7 Customer support
- VPS, external modem
- Wireless connectivity (mobile)
- "Real-time monitoring"

SouthWest
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**HELIUM
ZER0™**

Industry Experts In Magnet Services

We're proposing a paradigm shift in the way we think about magnet maintenance. Rather than waiting for problems to arise, take a proactive approach to MRI maintenance so you can increase the longevity of your equipment and avoid costly expenses like helium loss.

Through our Helium Zer0 solution, you can eliminate all helium loss through constant monitoring, proactive maintenance solutions, and access to expert advice and on-call engineers. Our cryogen subsystems contracts for magnets cover coldheads, compressors, lines, and helium fills to avoid damage to the system and sustain a safe scanning environment for the patients and technicians. Combined with our remote monitoring capabilities, our magnet services is second to none.

- OEM-trained engineers
- Legacy to 3T systems
- Industry-leading parts & services warranties
- Quench recoveries
- Helium Fills
- System pump downs
- Magnet cooldowns
- Ramp/shim (passive-supercon)
- Cold magnet storage
- Mobile storage/Deicing
- Emergency same-day services
- Agreements: parts - services - bundled services - Turnkey solutions

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Service & Support

Let us bring value to your investment today.

Southwest Medical Resources (SWMR) is owned and operated by OEM trained engineers. The training and experience of the SWMR team allows it to perform service equal to or better than the manufacturers themselves. Whether you are in need of time and materials services or a full service contract, make SWMR your strategic partner.

FOCUSED ON SERVICE:

- We offer different types of contracts and service agreements
- ISO 13485 certified
- Upgrade installations for your EOL equipment
- MRI/CT/PET CT maintenance
- System tested parts
- Guaranteed uptime compared to the OEMs
- Install/Deinstall
- Service Contracts
- Upgrades
- Certified Parts
- Remote Diagnostics
- Coil Repair
- Support & Training
- Staffed 24/7
- One time specialty services
- Magnet shimming
- System upgrades
- Install/deinstall
- Helium/fill
- Gradient Coil Changes
- CT Tube Changes