

-- Ernesto Castillo, Biomed
Mercy Health Center,
Laredo, Texas.

"MVS offers a cost-effective alternative to a full replacement by the OEM."



Multi Vendor Service

MEDRAD MVS

MVS[®]
MultiVendorService

**The Repair and Exchange Solution for
Ultrasound Transducers, Parts & MRI Coils**

For service or to learn more about how MVS can benefit your practice, call
1-800-MEDRAD-1 x5100

Performance. For life. Since 1964, MEDRAD has been developing products that clinicians worldwide rely on to provide outstanding performance every time they're used. Performance that helps physicians diagnose patients more accurately and, ultimately, deliver optimum patient care. MEDRAD backs that performance with world-class service. Now, with MVS, you can enjoy that same level of service and repair expertise for other equipment in your suite.

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The Malcolm Baldrige National Quality Award is our nation's premier award for performance excellence and quality achievement. Established in 1987 and named after the former Secretary of Commerce, the Baldrige Award recognizes exemplary achievements in seven areas: leadership, strategic planning, customer and market focus, measurement, analysis and knowledge management, human resource focus, process management and business results. The U.S. Commerce Department's National Institute of Standards and Technology (NIST) manages the Baldrige National Quality Program in close cooperation with the private sector. The award is traditionally presented by the President of the United States in a special Washington, D.C. ceremony.

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Fax #412-767-1300

Value...
Repair First Philosophy ensures the most cost-effective solution

Reliability...
Comprehensive OEM-quality standards maintained through in-house repair processes

Responsiveness...
Over \$3 million OEM loaner inventory minimizes costly downtime during repairs

Customer Care...
Dedicated inside sales team and extensive field-based support add up to 98% customer satisfaction scores

One source. Unlimited commitment.

MultiVendorService
MVS[®]



Experience the Quality Solution

Multi Vendor Service provides depot-based repair for MRI coils, ultrasound transducers and ultrasound parts from any OEM, in locations around the world. MVS also offers field-based service on dry imagers and computed radiography systems. With the highest repair rates, exceptional quality and superior customer care, MVS provides the best value in third-party service and supports it with more than 200 field-based personnel.

For more information contact us at:
1-800-MEDRAD-1 x5100



MVS "Repair First" Philosophy...

The Comprehensive Transesophageal (TEE) Transducer Service Solution

Why replace your TEE transducer when MVS specializes in reliable, OEM-quality service and the highly-complex repairs that your TEE requires? MVS offers:

- In-depth, nine-step MVS evaluation Process
- 40-60% savings vs. OEM exchange pricing
- Rapid response and turnaround
- All repairs conducted in-house under strict quality management
- Significant OEM loaner inventory minimizes costly downtime
- Full complement of major OEM test bed systems
- Dedicated Customer Care Specialists to ensure your needs are addressed properly and efficiently



MVS "Repair First" Philosophy

The Premium Service Solution for Standard Ultrasound Transducers

We extend the same highly specialized TEE capabilities to the repair of your standard transducers. With MVS you'll find:

- Complete analysis
- Carefully managed in-house repair
- Extensive OEM loaner inventory
- Value well beyond traditional service channels

MVS ultrasound transducer repair capabilities include:

- Image quality
- Lens integrity
- Connector/Circuit Board
- Strain / Bend relief
- Transducer housing
- Cable sheathing



"MVS has consistently delivered quality repair."

- Bill Walker, UMass Memorial Healthcare



MVS "Repair First" Philosophy

The Experienced Leader in MRI Coil Repair

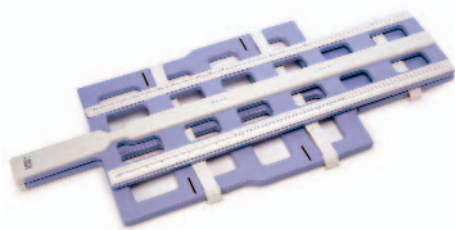
At MEDRAD, we know MRI coils inside and out and apply coil manufacturing quality standards to MRI coil repair. For coil diagnosis and repair, MVS offers:

- Unparalleled MRI coil repair capabilities
- Comprehensive in-house repair and repair management
- Refurbishment of coils to "as new" condition
- Greater than 99% repair success rate
- Minimal downtime
- Savings up to 90% off OEM exchange prices



"I am happy with the quality and the turnaround time that MEDRAD MVS provides when I have an ultrasound probe or MRI coil repair event."

Joseph E. Fishel, CBET
Central Maintenance Pool & Capital Asset Manager
University of Maryland Medical Center



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