

UltraCare™ Continuous Support Program

MGC DIAGNOSTICS IS RECOGNIZED WITHIN THE INDUSTRY FOR UNPARALLELED CUSTOMER SUPPORT AND SERVICE FROM HIGHLY QUALIFIED AND KNOWLEDGEABLE TECHNICIANS.

- Our specialists complete extensive training on each MGC Diagnostics system
- Our LIVE, U.S.-based Technical Support provides phone, internet and remote-connect support
- Regional Field Service Engineers are dispatched for on-site support

PARTNERING FOR THE LONG TERM WITH ULTRACARE™ CONTINUOUS SUPPORT

UltraCare Continuous Support is designed to help you protect your investment.

- Timely notice of pending agreement expiration to prevent coverage lapse
- Renewable Multi-Year Agreements* offer:
 - Long term coverage protection, up to 5 years
 - Significant price discounts for 3-year and 5-year agreements
 - Protection from annual rate increases by locking in today's price for the term of the agreement
 - NOTE: System age and condition must qualify for multi-year



PARTNERING FOR THE LIFE OF YOUR SYSTEM

Our partnership offer extends beyond the purchase of the system to include training, education, support and service whenever it is needed. We are committed to remaining your partner in diagnostics for the life of your MGC Diagnostics system.

Call **800-333-4137** or email **ultracare@mgcdiagnostics.com** for additional details in partnering with our industry-leading support and service team!

CHOOSE THE ULTRACARE™ PLAN THAT MEETS YOUR OPERATION'S NEEDS
PREFERRED COVERAGE is recommended for the highest level of support attention and discounts.

SERVICE		PREFERRED	LIMITED	PARTS ONLY	EXTENDED SERVICE PROTECTION (Treadmill, Ergometer, Face Tent)
Annual preventive maintenance and system recertification (Platinum Elite™ and Ultima™ Series)		✓			
Full parts for remedial maintenance (excludes computers/peripherals)		✓	✓	✓	✓
Onsite labor and travel coverage		✓	✓		✓
Service response guarantee		24-48 hours*	48-96 hours*		✓
Parts delivery		Next Day	2-3 Day	2-3 Day	✓
O ₂ Cell coverage		✓	✓	✓	
Priority live toll-free phone support		✓	✓		✓
Priority remote technical assistance		✓	✓		✓
After-hours Technical Support access (6-8PM CST, M-F)		✓	✓		✓

* Systems older than eight years are excluded from response time guarantee coverage.



MGC DIAGNOSTICS CORPORATION, through its subsidiary Medical Graphics Corporation
350 Oak Grove Parkway St. Paul, Minnesota USA 55127-8599

© 2025 MGC Diagnostics Corporation or one of its affiliates. All rights reserved.

All specifications subject to change without notice. Products may vary from those illustrated.

MGC Diagnostics and its affiliates are equal opportunity/affirmative action employers committed to cultural diversity in the workforce.

Part# 060123-001 RevJ