

**Service Process for Mayo BC10 Small Extremity Coils
GE 1.5 and 3T BC10 coils**

www.mayoclinicmedicaldevices.com

The Mayo 1.5T and 3T Small Extremity BC10 coils are Accessory coils and the Warranty and Service is managed through the original coil manufacturer and not GE Service. During the one-year warranty period, GE Service will facilitate the replacement of any failed coil with the original coil manufacturer. The replacement lead-time will be a minimum of two weeks for shipments outside of the US. If coil is Out of Warranty, FE needs to check if this coil is under contract through special Service agreement: If Yes, FE to contact Mayo for replacement, if not customer should contact Mayo.

The process for servicing the Mayo coil is as follows:

1. FE or customer should troubleshoot that coil has failed.
2. Once confirmed that coil has failed, follow Service Process steps below starting with contacting Mayo.
3. The failed coil should be returned to Mayo.
4. Mayo will ship a replacement coil.

Troubleshooting

In the event of problems with a BC10 coil, the following are areas that can be checked using information in the Mayo operator manual or on the Mayo website below: coil id issues, coil wiring for forward and reverse ramped magnets, and imaging protocol problems. Accomplishing each of the following steps will help to determine whether your coil is having problems. The GE FE can also run specific diagnostics on the system receive chain to ensure there are no issues there.

Service Process

If troubleshooting shows that the coil has failed, Mayo must be contacted for service using information in section 1 below. Once Mayo is contacted, they will supply an RMA number so that the failed coil can be returned. Once the failed coil is received, Mayo will investigate the failure and root cause and then send a replacement coil. If out of warranty, a PO will be generated. The pricing for the replacement is listed in section 2. For shipments outside of the U.S. (under warranty), Mayo will ship a replacement coil prior to receiving the failed coil. GE FE does not assume any responsibility for not receiving coil at Mayo if coil is shipped by GE FE.

1. Who to contact?

Mayo Clinic Medical Devices service representative at:

Phone: (from the US) 1-866-677-2213 or direct at +1(US code)-507-538-4215

Website: www.mayoclinicmedicaldevices.com

Email: mayoclinicmedicaldevices@mayo.edu

2. What is pricing for coil repair/replacement if out of warranty?

- a. Connector only – \$6,300
- b. Cable and coil only – \$7,500
- c. New connector, cable, and coil – market price
- d. Repaired/refurbished connector, cable, and coil – \$8,000
- e. RMA returned coil (no defect found) – \$1,000 (original coil returned).
- f. Shipping and customs clearance is the responsibility of the shipper.