

# Equipment Repairs

Submit Workshop  
Repair Requests Online

AUSTRALIA AND NEW ZEALAND



imagination at work

[services.gehealthcare.com.au/gehcstorefront/repair-solutions](https://services.gehealthcare.com.au/gehcstorefront/repair-solutions)

This guide helps you to submit  
Workshop repair Requests online

Online Workshop repair requests are  
an easy way to lodge equipment repair  
requests.

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## Online Workshop Repair Requests - Advantages

The advantages of Online Repair Requests are multi-fold.



Generate and download  
your own quotes 24/7



Enjoy the benefits of flat-  
rate repair pricing



Submit a repair request  
anytime, anywhere



Browse and purchase parts  
online

## Workshop Repairs - Get Started

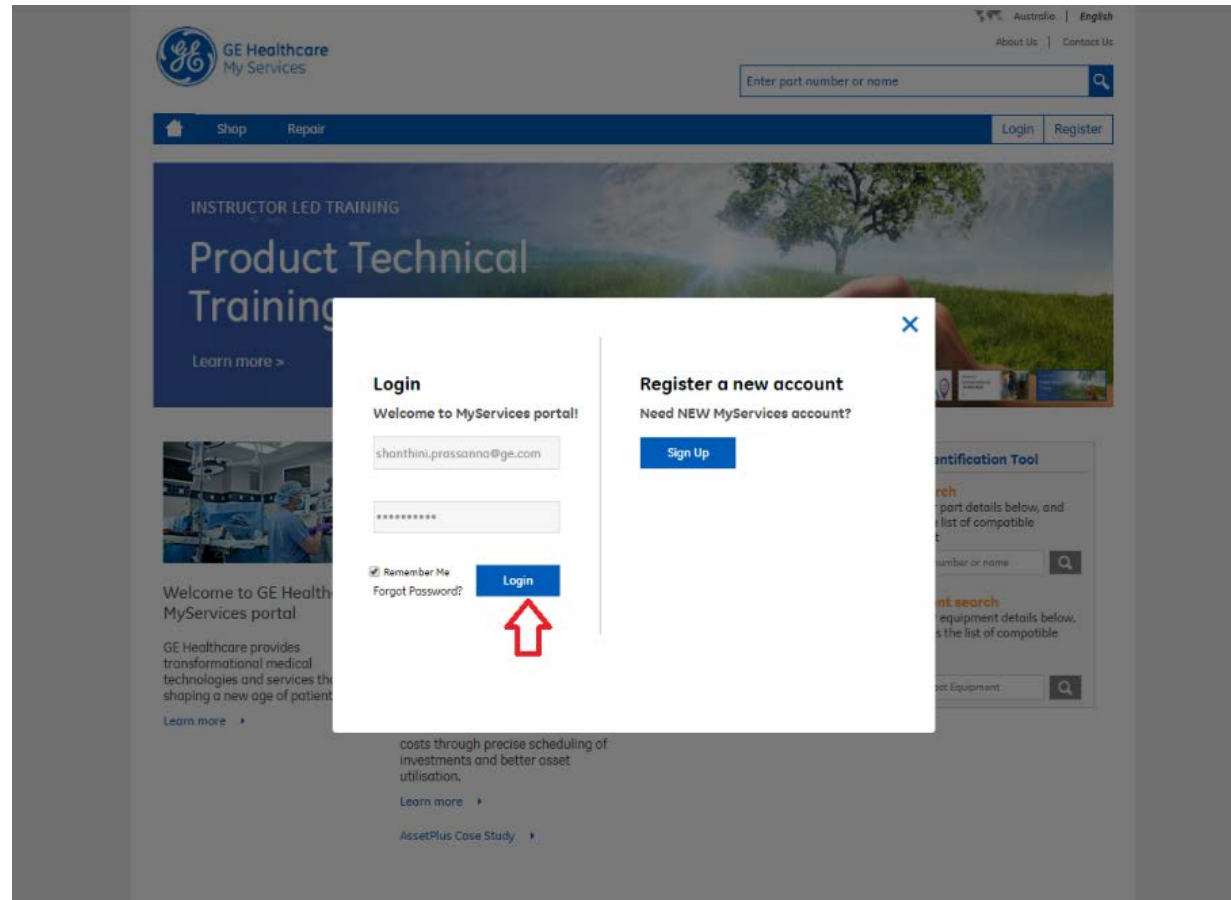
1. You will need to log into the portal to submit a repair request.

The screenshot shows the GE Healthcare My Services portal. At the top left is the GE Healthcare My Services logo. To the right, there are links for 'Australia' and 'English', and 'About Us' and 'Contact Us'. A search bar is present with the placeholder text 'Enter part number or name'. Below the search bar is a navigation bar with 'Shop' and 'Repair' tabs, and 'Login' and 'Register' buttons. A red arrow points to the 'Register' button. The main content area features a 'REPAIR SOLUTIONS' banner with the text 'Make your life easier. Fast on demand repair.' and a 'Learn More >' link. Below the banner are three featured articles: 'Welcome to GE Healthcare's MyServices portal', 'Asset Management Solutions', and 'NEW case study with John Hunter Hospital'. To the right of these articles is a 'Parts Identification Tool' section with 'Part search' and 'Equipment search' options, each with a search bar and a magnifying glass icon.



## Workshop Repairs - Get Started

2. Fill in the username and password and click on **“Login”** –in the ensuing screen.

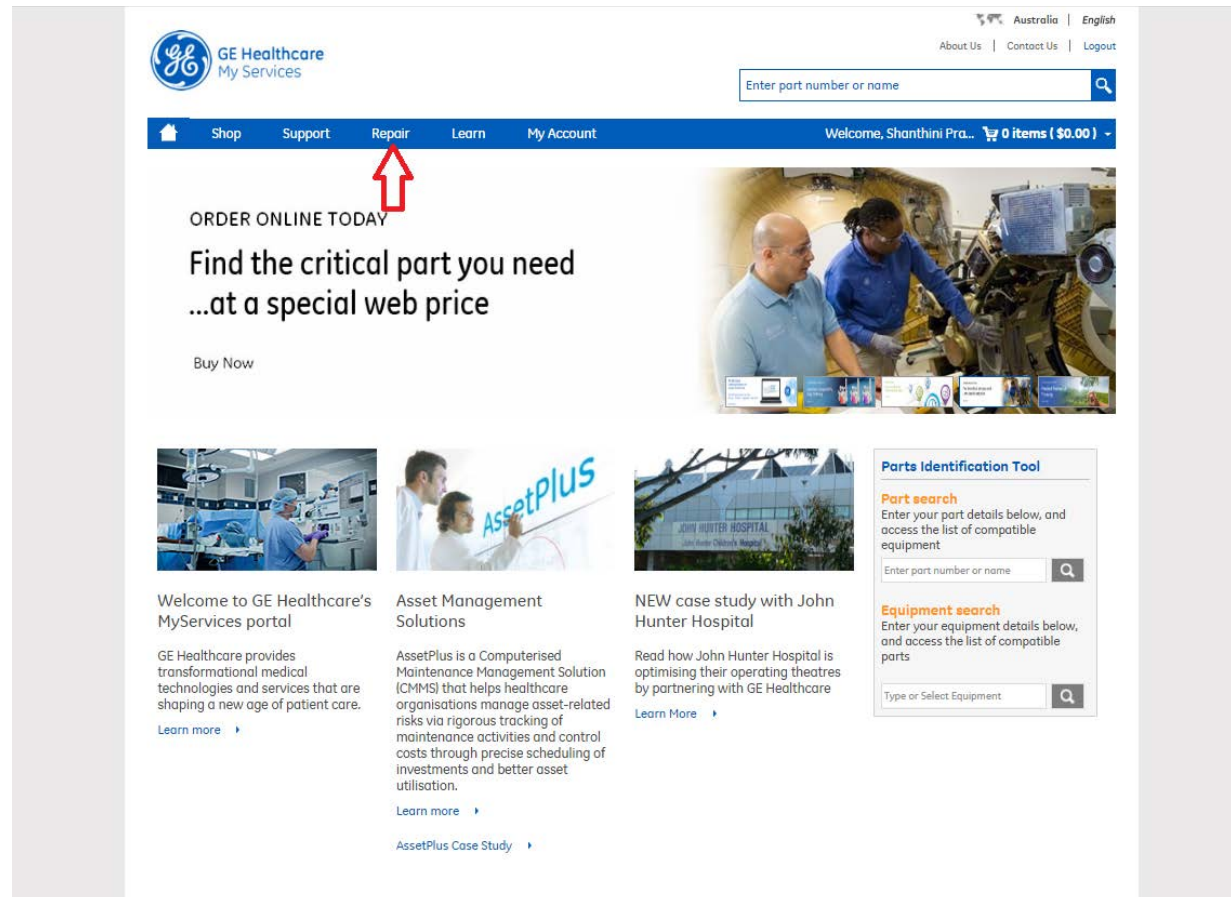


The screenshot shows the GE Healthcare MyServices portal. At the top, there is a search bar for part numbers or names, and navigation links for 'Shop' and 'Repair'. A modal window is overlaid on the page, containing two sections: 'Login' and 'Register a new account'. The 'Login' section includes a text input field with the email 'shanthini.prassanna@ge.com', a password field with masked characters, a 'Remember Me' checkbox, and a 'Forgot Password?' link. A blue 'Login' button is positioned below the password field, with a red arrow pointing to it. The 'Register a new account' section asks 'Need NEW MyServices account?' and features a blue 'Sign Up' button. The background of the portal shows a banner for 'INSTRUCTOR LED TRAINING Product Technical Training' and a 'Welcome to GE Healthcare MyServices portal' message.



## Workshop Repairs - Get Started

3. Click on “Repairs” in  
the menu bar.



The screenshot displays the GE Healthcare My Services website. At the top right, there are links for 'Australia' and 'English', along with 'About Us', 'Contact Us', and 'Logout'. A search bar is present with the placeholder text 'Enter part number or name'. The main navigation bar includes 'Shop', 'Support', 'Repair', 'Learn', and 'My Account'. The 'Repair' link is highlighted with a red arrow. Below the navigation bar, a promotional banner reads 'ORDER ONLINE TODAY Find the critical part you need ...at a special web price' with a 'Buy Now' button. To the right of the banner is an image of two technicians working on a piece of equipment. Below the banner, there are three main content blocks: 'Welcome to GE Healthcare's MyServices portal', 'Asset Management Solutions' (featuring 'AssetPlus'), and 'NEW case study with John Hunter Hospital'. On the right side, there is a 'Parts Identification Tool' section with 'Part search' and 'Equipment search' options, each with a search input field.



## Workshop Repairs - Get Started

4. Click "Request Now"  
to create a new request.



Australia | English  
About Us | Contact Us | Logout

Enter part number or name

Shop Support **Repair** Learn My Account Welcome, Shanthini Pra...  0 items ( \$0.00 )

Home > Repair

### Repair Centre Solutions from GE Healthcare

Fast, easy and cost effective solutions to repair your GE Healthcare portable devices.

Discover our fixed price repairs on selected GE products! Simply select the model of equipment that you need repaired and follow the instructions to submit a Repair Request. Products will be repaired and quoted using the following repair categories:

- Flat Rate 1 (Failure) - Applicable to all standard equipment failures.
- Flat Rate 2 (Damage) - Applicable if equipment has experienced physical damage (e.g. dropped, fluid ingress or misuse).

For an [outline of services](#) provided, and expected turn around times, please refer to the summary of our Repair Centre Services.

#### Request Repair



##### Repair Centre

The GE Healthcare Repair Centre is now online! Select 'Request Now' to initiate a repair centre repair or select 'Estimate Cost' to get an indication of what a repair will cost. Fast, cost-effective and hassle free! You ship your equipment, we fix it and ship it back to you while you track the repair progress online.

[Request Now](#)

[Estimate Cost](#)



Take advantage of our online [repair tracking tool](#) to know the current status of your repair request.



##### Onsite Support

Maintain and help enhance your equipment assets with quality maintenance and services from GE Healthcare's Field Service Team. We bring you upgrades, parts and onsite support, all to help you get the most from your assets and deliver improved quality of care. Access GE labour expertise backed by sophisticated support technologies & using genuine GE parts

Please contact our National Call Centre on 1300 722 229 for onsite support

[Click here to track a Depot Repair in Australia](#)



Have the skills, but not the time?  
We can help.



Discover GE Healthcare's Technical Training Programs

[CLICK HERE](#)

#### Contact Repair Services

For onsite service support or assistance with booking a Repair Request please call the phone numbers below or contact us [click here!](#)



## GE Customers Under Contract / Warranty

**5.** Click “Add Now” to start a new repair. This repairs page is divided into three sections.

**a.** The first section is to do with the technical details of the repair request.

**b.** The second section is to do with the contact details of the customer (who has logged in). Most of the fields in here are non-editable. However, the customer does have the facility to edit / add new billing (invoice) or shipping address than the one listed in the system.

**c.** The third section is the repair summary. Customers under contract/warranty can directly go ahead and submit a repair request whereas customers who are not having one can get a GE quote generated online instantly to obtain a P.O. within their respective departments.

The screenshot shows the GE Healthcare My Services website interface. At the top, there is a navigation bar with 'Shop', 'Support', 'Repair', 'Learn', and 'My Account' options. A search bar is present with the text 'Enter part number or name'. Below the navigation bar, the page title is 'Repairs Centre Solutions from GE Healthcare' and the sub-header is 'Create New Repair Request'. A note states: 'Please complete the form below to initiate a back-to-base repair centre request. For emergency repairs, where an on-site engineer is required, please call 1300 722 229'. A red arrow points to the 'Add Now' button under the 'Equipment Repair' section. The form is divided into two steps: 'Step 1: Add Repair Request' and 'Step 2: Contact Details'. The 'Contact Details' section includes fields for Customer Account ID, Contact First Name, Contact Phone Number, Customer Account Name, Contact Last Name, and Contact Email. The 'Billing and Invoice Address Details' section includes fields for Address Line 1\*, Address Line 2, Address Line 3, Street address, P.O. box, company name, City\*, State / Province / Region\*, Country\*, and ZIP / Postal Code\*.





## GE Customers Under Contract / Warranty

6. Select the equipment type (faulty) in the drop down of the ensuing over-lay screen. Enter the serial number of the product.

GE Healthcare My Services

Australia | English

About Us | Contact Us | Logout

Enter part number or name

Shop Support Repair Learn My Account

Welcome, Shanhini Pra... 0 items (\$0.00)

Home > Repair > Service Request

### Repairs Centre Solutions from GE Healthcare

#### Create New Repair Request

Please complete the form below to initiate a back-to-base repair centre request. For emergency repairs, where an on-site engineer is required, please call 1300 722 229

\* Required field

#### Step 1 Equipment Repair Request

Repair Item Details Problem Details Entitlement Details

\* Required field

##### Repair Item Details

Model\* Serial Number\*

- Apex Pro Transmitter (\$1350.00/\$1350.00)
- B20 Monitor (\$1450.00/\$2200.00)
- B30 Monitor (\$1550.00/\$2350.00)
- B40 Monitor (\$1650.00/\$2500.00)**
- BillSoft Phototherapy Lightbox (\$1050.00/\$1600.00)
- CAM14 (inc HD) (\$1300.00/\$1300.00)
- CardioCap 5

Cancel Next

##### Step 2 Contact Details

Customer Account Number\* 1234567

Customer Account Name\* GSS ANZ PROD

##### Billing and Invoice Address Details

Address Line 1\* 000 TEST PROD DRIVE

Address Line 2\* TEST ADDRESS 2

Address Line 3\* TEST ADDRESS 3

Street address, P.O. box, company name Apartment, unit, building, floor, etc. Additional address details

City\* State / Province / Region\* Country\*



## GE Customers Under Contract / Warranty

7. Once the customer starts typing, it narrows down the list to the GE equipment starting with that name.

The screenshot displays the GE Healthcare My Services portal. The main page is titled 'Repairs Centre Solutions from GE Healthcare' and 'Create New Repair Request'. A modal window titled 'Equipment Repair Request' is open, showing a form with three tabs: 'Repair Item Details', 'Problem Details', and 'Entitlement Details'. The 'Repair Item Details' tab is active, showing a dropdown menu for 'Model\*' with the following options: 'DASH 2500 (\$1450.00/\$2200.00)', 'DASH 3000 (\$2150.00/\$3250.00)', 'DASH 4000 (\$2600.00/\$3900.00)', and 'DASH 5000 (\$2900.00/\$4350.00)'. The 'Serial Number\*' field is empty. The modal also includes 'Cancel' and 'Next' buttons. The background page shows a navigation bar with 'Shop', 'Support', 'Repair', 'Learn', and 'My Account' tabs, and a search bar with the text 'Enter part number or name'. The user is logged in as 'Shanhini Pra...' with 0 items in the cart for \$0.00.



## GE Customers Under Contract / Warranty

8. The next screen captures some preliminary details of the repair. Select appropriate options and click on "Next".

The screenshot shows the 'Equipment Repair Request' form at Step 1: Repair Item Details. The form has three tabs: 'Repair Item Details', 'Problem Details', and 'Entitlement Details'. The 'Repair Item Details' tab is active. It contains the following fields and options:

- Model\***: A text input field containing 'DASH 4000 (\$2600.00/\$3900.00)'. A note below indicates 'Flat Rate 1 (Failure) \$2600.00' and 'Flat Rate 2 (Damage) \$3900.00'.
- Serial Number\***: A text input field containing '2323212'.
- Note**: 'Note - If under warranty or contract, all failures are covered.'
- Buttons**: 'Cancel' and 'Next' buttons. A red arrow points to the 'Next' button.

The screenshot shows the 'Equipment Repair Request' form at Step 2: Problem Details. The form has three tabs: 'Repair Item Details', 'Problem Details', and 'Entitlement Details'. The 'Problem Details' tab is active. It contains the following fields and options:

- Is this device cleaned and decontaminated?**: Radio buttons for Yes and No.
- Did device suffer damage (eg dropped, fluid ingress, misuse)?**: Radio buttons for Yes and No.
- Did you attempt to repair this device?**: Radio buttons for Yes and No.
- Did failure occur during patient use?**: Radio buttons for Yes and No.
- Fault Description\***: A text input field containing 'test'.
- Equipment use type**: Radio buttons for Human and Animals (Veterinarian).
- Buttons**: 'Previous', 'Cancel', and 'Next' buttons. A red arrow points to the 'Next' button.



## GE Customers Under Contract / Warranty

9. The next screen captures the most important details of the repair. The Entitlement type – Warranty / Contract / Billable.

The screenshot displays the 'Equipment Repair Request' form within the 'Repairs Centre Solutions from GE Healthcare' interface. The form is titled 'Create New Repair Request' and includes a progress bar with three steps: 'Repair Item Details', 'Problem Details', and 'Entitlement Details'. The 'Entitlement Details' section is currently active and contains the following fields:

- Entitlement Type\***: A dropdown menu with options 'Please Select', 'Billable', 'Contract', and 'Warranty'. The 'Contract' option is highlighted, and a red arrow points to it.
- Customer Job Number**: A text input field.
- Attachment**: A field with a placeholder 'Click here to attach Equipment picture' and an 'Upload' button. Below it, a note states 'JPG and PNG file type only and cannot exceed 2MB file size'.
- Expected shipping date**: A date selection field.

At the bottom of the form, there are three buttons: 'Previous', 'Cancel', and 'Complete'. The background shows a partially visible form with sections for 'Contact Details' and 'Billing and Invoicing'.



## GE Customers Under Contract / Warranty

**10.** The customer is given an option to select loaners available, if any, for the equipment. Contract customers get the loaner free of charge.

Create New Repair Request

Please complete the following information

Step 1

Step 2

Contact Details

Customer Account Number

1234567

Customer Account Name

GSS ANZ PROD

Billing and Invoice Address

Address Line 1\*

000 TEST PROD DRIVE

Street address, P.O. box, company name

TEST ADDRESS 2

Apartment, unit, building, floor, etc.

TEST ADDRESS 3

Additional address details

100 722 229

\* Required field

### Equipment Repair Request

Repair Item Details

Problem Details

Entitlement Details

\* Required field

#### Entitlement Details

Entitlement Type\*

Contract

Customer Job Number

Service Contract Number

Loan Unit required?  Yes  No

Select Loan Unit Model

DASH 4000 (Nelcor)

Loan devices must be returned within 1 week of the repaired unit being delivered to the customer otherwise, GE may at its discretion, invoice customer a late return fee of \$400 (ex GST) per item. In the event that the loan unit is lost, GE will invoice the customer at the nominal replacement value of the loan unit plus an administration fee of \$800 (ex GST) per loan unit.

Please read and accept the [Terms and conditions](#) before proceeding with the loan unit request

Upload image or information that will help with our diagnosis



## GE Customers Under Contract / Warranty

**11.** The customer then, clicks on the **“Complete”** button to complete the technical details of the repair.

Repairs Centre Solutions from GE Healthcare

### Create New Repair Request

Please complete the form below to initiate a back-to-base repair centre request. For emergency repairs, where an on-site engineer is required, please call 1300 722 229

Step 1: Add Repair Request

Service Contract Number: [Field]

Loan Unit required?  Yes  No

Select Loan Unit Model: [Dropdown: DASH 4000 ShellCoil]

Loan devices must be returned within 1 week of the repaired unit being delivered to the customer otherwise, GE may at its discretion, invoice customer a late return fee of \$400 (inc GST) per item, in the event that the loan unit is lost, GE will invoice the customer at the nominal replacement value of the loan unit plus an administration fee of \$400 (inc GST) per loan unit.

Please read and accept the [Terms and conditions](#) before proceeding with the loan unit request

Upload image or information that will help with our diagnosis

Click here to attach Equipment picture [Field] [Upload]

JPG and PNG file type only and cannot exceed 2MB file size

Expected shipping date: [Field]

[Previous] [Cancel] [Complete]

GE Healthcare My Services

Home > Repair > Service Request

### Repairs Centre Solutions from GE Healthcare

#### Create New Repair Request

Please complete the form below to initiate a back-to-base repair centre request. For emergency repairs, where an on-site engineer is required, please call 1300 722 229

Step 1: Add Repair Request

Equipment Repair [Add Now]

Summary Table

Repair Type	Repair ID	Model	Serial Number	Details
Equipment Repair	124001	DASH 4000 (S3800.00)S3800.00	232212	[Details]

Step 2: Contact Details

Contact Details

Customer Account ID: [Field] Contact First Name: [Field] Contact Phone Number: [Field]

Customer Account Name: [Field] Contact Last Name: [Field] Contact Email: [Field]



## GE Customers Under Contract / Warranty

**12.** To submit the repair request the customer clicks on **“Submit Repair Request”** and that completes the whole process.

The workshop as well as GE Healthcare staff and the customer is sent an email detailing the repair request and a unique number to identify the request is generated.

The workshop then contacts the customer with a Service Request email as soon as the equipment is shipped.

**Billing and Invoice Address Details**

Address Line 1\*  
000 TEST PROD DRIVE  
Street address, P.O. box, company name

Address Line 2  
TEST ADDRESS 2  
Apartment, unit, building, floor, etc.

Address Line 3  
TEST ADDRESS 3  
Additional address details

City\*  
Test City

State / Province / Region\*  
New South Wales

Country\*  
Australia

ZIP / Postal Code\*  
55000

Select other than default billing address  
000 TEST PROD DRIVE, TEST ADDRESS 2, TES... ▾

Is invoice address the same as billing address?  Yes  No

**Shipping Address**

Is shipping address default shipping address?  Yes  No

**Other Details**

Comments

Alternative Email

Cancel Submit Repair Request Save Request & Download Quote

SHOP  
Parts  
Accessories  
Clinical Consumables  
Equipment  
Educational Goods

SUPPORT  
Contact Us  
Service Documents

REPAIR  
Repair Centre Locator  
Request Repair

LEARN  
Video Library  
White Papers

MY ACCOUNT  
Account Profile  
My Order History  
Manage Members

GE Healthcare | GE Corporate | Privacy Policy | Terms and Conditions | Accessibility



What if you have GE equipment but not under warranty or Contract?

Repair request of damaged items as well as ODS (On-Demand Service)

1. Click on "Add New".

The screenshot shows the GE Healthcare My Services website interface. At the top, there is a navigation bar with 'Shop', 'Support', 'Repair', 'Learn', and 'My Account'. A search bar is present with the placeholder text 'Enter part number or name'. Below the navigation bar, the page title is 'Repairs Centre Solutions from GE Healthcare' and the sub-header is 'Create New Repair Request'. A note states: 'Please complete the form below to initiate a back-to-base repair centre request. For emergency repairs, where an on-site engineer is required, please call 1300 722 229'. A legend indicates '\* Required field'. The form is divided into two steps: 'Step 1: Add Repair Request' and 'Step 2: Contact Details'. In Step 1, there is an 'Equipment Repair' section with an 'Add Now' button highlighted by a red arrow. Step 2 contains several input fields for contact and billing information.

Contact Details		
Customer Account ID	Contact First Name	Contact Phone Number
1234567	Shanthini	0000000000
Customer Account Name	Contact Last Name	Contact Email
GSS ANZ PROD - TEST HOSPITAL	Prassanna	shanthini.prassanna@ge.com

Billing and Invoice Address Details		
Address Line 1*	Address Line 2	Address Line 3
000 TEST PROD DRIVE	TEST ADDRESS 2	TEST ADDRESS 3
Street address, P.O. box, company name	Apartment, unit, building, floor, etc.	Additional address details
City*	State / Province / Region*	Country*
Test City	New South Wales	Australia
ZIP / Postal Code*		





What if you have GE equipment but not under warranty or Contract?

2. Select the equipment type from the drop down and key in the serial number of the equipment.

Repairs Centre Solutions from GE Healthcare

### Create New Repair Request

Please complete the form below to initiate a back-to-base repair centre request. For emergency repairs, where an on-site engineer is required, please call 1300 722 229

\* Required field

Step 1 **Equipment Repair Request** X

Repair Item Details Problem Details Entitlement Details

\* Required field

**Repair Item Details**

Model\* Serial Number\*

Apex Pro Transmitter (\$1350.00/\$1350.00)  
B20 Monitor (\$1450.00/\$2200.00)  
B30 Monitor (\$1550.00/\$2350.00)  
**B40 Monitor (\$1650.00/\$2500.00)**  
BillSoft Phototherapy Lightbox (\$1050.00/\$1600.00)  
CAM14 (inc HD) (\$1300.00/\$1300.00)  
CardioCap 5

Cancel Next

**Billing and Invoice Address Details**

Address Line 1\* Address Line 2 Address Line 3

000 TEST PROD DRIVE TEST ADDRESS 2 TEST ADDRESS 3

Street address, P.O. box, company name Apartment, unit, building, floor, etc. Additional address details

City\* State / Province / Region\* Country\*



What if you have GE equipment but not under warranty or Contract?

3. Click on "Next".

The screenshot shows a web application interface for creating a repair request. A modal window titled "Equipment Repair Request" is open, showing the "Repair Item Details" tab. The form includes fields for "Model\*" (containing "DASH 4000 (\$2600.00/\$3900.00)") and "Serial Number\*" (containing "2323212"). Below these are "Flat Rate 1 (Failure)" at \$2600.00 and "Flat Rate 2 (Damage)" at \$3900.00. A note states: "Note - If under warranty or contract, all failures are covered." At the bottom of the modal are "Cancel" and "Next" buttons. A red arrow points to the "Next" button. The background shows the main form with sections for "Contact Details" and "Billing and Invoice Address Details".



What if you have GE equipment but not under warranty or Contract?

4. Select appropriate values giving preliminary details prior to the repair occurrence. Click on "Next".

The screenshot shows a web application interface for adding a repair request. A modal window titled "Equipment Repair Request" is open, displaying the "Problem Details" section. The form includes several questions with radio button options:

- Is this device cleaned and decontaminated? (Yes/No)
- Did device suffer damage (eg dropped, fluid ingress, misuse)? (Yes/No) - A red arrow points to the "No" option.
- Did you attempt to repair this device? (Yes/No)
- Did failure occur during patient use? (Yes/No)

Below the questions is a "Fault Description\*" text input field containing the text "tes|". At the bottom of the modal, there are "Previous", "Cancel", and "Next" buttons. The background shows the "Add Repair Request" form with "Step 1" and "Step 2" indicators.



What if you have GE equipment but not under warranty or Contract?

**5.** Enter the Entitlement Type as **“Billable”** – If the equipment type being submitted for repairs currently has loaners available in the workshop, then there is a drop down listing the compatible equipment types for the product – you may select one if you require a loaner.

Click on **“Complete”**. This wraps the technical section of the repair request.

The screenshot shows the 'Create New Repair Request' form in the GE Healthcare portal. The form is titled 'Equipment Repair Request' and is divided into three sections: 'Repair Item Details', 'Problem Details', and 'Entitlement Details'. The 'Entitlement Details' section is currently active and contains the following fields:

- Entitlement Type\***: A dropdown menu with options: 'Please Select', 'Billable', 'Contract', and 'Warranty'. A red arrow points to the 'Billable' option.
- Customer Job Number**: A text input field.
- Click here to attach Equipment picture**: A button with a plus sign and a file upload icon.
- Upload**: A blue button.
- Expected shipping date**: A date picker field.

At the bottom of the modal, there are three buttons: 'Previous', 'Cancel', and 'Complete'. The 'Complete' button is highlighted in blue.



What if you have GE equipment but not under warranty or Contract?

**6.** The GE Healthcare online repairs does have the provision to generate an online Quote, to obtain a P.O for customers who don't have a GE contract / warranty.

Click on **“Save Request and Download Quote”** to download a quote.

City\* Test City State / Province / Region\* New South Wales Country\* Australia  
 ZIP / Postal Code\* 55000  
 Select other than default billing address  
 000 TEST PROD DRIVE, TEST ADDRESS 2, TES...  
 Is invoice address the same as billing address?  Yes  No

**Shipping Address**  
 Is shipping address default shipping address?  Yes  No

**Other Details**  
 Comments Alternative Email

**Step 3 Quotation Summary**

Model #	Service Type	Description	Net Total
DASH 4000 (\$2600.00/\$3900.00)	Repair	Flat Rate 2 (Damage)	\$3900.00
-	Shipping	Return Freight	\$25
<i>This quotation shall remain valid for a period of 30 days, commencing from the date of this offer unless extended by GE Healthcare Pty Ltd in writing. All parts are based on exchange basis. If you would like to proceed, please enter your Purchase Order number and submit the Repair Request. Alternatively please select "Save Request and come back later" once you have generated a purchase order number.</i>			<b>Total</b> \$3925.0
			<b>GST (10%)</b> \$392.5
			<b>Total</b> \$4317.5

**PO Number, PO Upload and T&C**  
 Do you have a PO number?

Cancel Submit Repair Request **Save Request & Download Quote**



What if you have GE equipment but not under warranty or Contract?

7. Clicking on “Save Quote PDF” saves the quote on to your computer. You can then take a print or process it internally within your organisation for obtaining a quote.

Repairs Centre Solutions from GE Healthcare

Create New Repair Request

Please complete the form below to initiate a back-to-base repair centre request. For emergency repairs, where an on-site engineer is required, please call 1300 722 229

\* Required field

Step 1 Add Repair Request

Equipment Repair

Add Now

Step 2 Contact Details

Your repair request has been saved 124002. Please log back into the portal and complete your repair request by MyAccount -> Pending Repair Requests section.

SAVE QUOTE PDF

Billing and Invoice Address Details

Address Line 1\* TEST ADDRESS 1

Address Line 2 TEST ADDRESS 2

Address Line 3 TEST ADDRESS 3

Street address, P.O. box, company name

Apartment, unit, building, floor, etc.

Additional address details

City\* TEST-CITY

State / Province / Region\* New South Wales

Country\* Australia

ZIP / Postal Code\* 2000

Select other than default billing address

If invoice address the same as billing address? Yes No

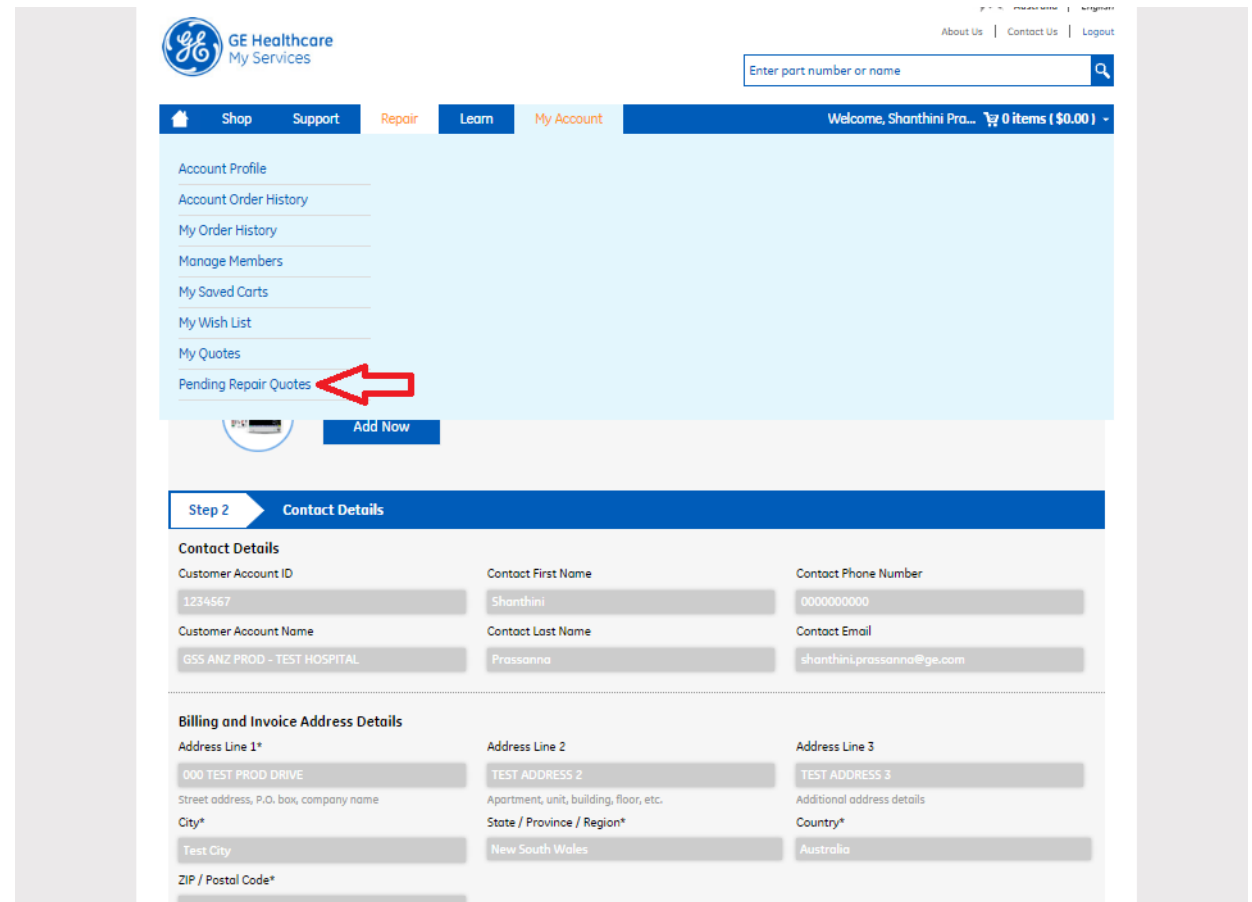


## What if you have GE equipment but not under warranty or Contract?

Once a quote is obtained, customer can:

- a. Obtain a Purchase Order (P.O) /approval email, ship the equipment to the workshop.
- b. Obtain a Purchase Order (P.O) / approval email, visit the portal, specify the P.O / attach approval email and submit the repair request.

The above are two ways of possible customer action after he/she generates a quote for equipment repair for a ODS / damaged item but the second step is recommended since there is an e-record of the transaction and customer can track progress.



The screenshot displays the GE Healthcare My Services portal. The top navigation bar includes 'Shop', 'Support', 'Repair', 'Learn', and 'My Account'. A search bar is located in the top right corner. The main content area shows a list of account-related options: Account Profile, Account Order History, My Order History, Manage Members, My Saved Carts, My Wish List, My Quotes, and Pending Repair Quotes. A red arrow points to the 'Pending Repair Quotes' link. Below this list is an 'Add Now' button. The 'Step 2 Contact Details' section is visible, containing fields for Customer Account ID, Contact First Name, Contact Phone Number, Customer Account Name, Contact Last Name, Contact Email, Billing and Invoice Address Details, Address Line 1\*, Address Line 2, Address Line 3, City\*, State / Province / Region\*, Country\*, and ZIP / Postal Code\*.



What if you have GE equipment but not under warranty or Contract?

8. Once the P.O / approval for the quote is obtained, Click on **“My Account”** in the menu and **“Pending Repair Quotes”** lists the various quotes that the customer has generated so far. Click on the icon below **“Upload P.O”** to enter P.O and submit repair request.

GE Healthcare My Services

Australia | English  
About Us | Contact Us | Logout



















Enter part number or name

Shop Support Repair Learn My Account Welcome, Shanthini Pra... 0 items (\$0.00)

Home > My Account > Pending Repair Requests

### Pending Repair Quote Request

Account Setting > 6 Pending Repair Requests Found

Quote#	Model	Serial#	Quote Value	Quote Submission Date	Upload PO	Delete
<a href="#">124002</a>	DASH 4000 (\$2600.00/\$3900.00)	3434343-PO	\$4317.5	Aug 08 2016	 	
<a href="#">122014</a>	CardioCap 5	464545dfdf	\$302.5	Aug 02 2016	 	
<a href="#">122002</a>	BillSoft Phototherapy Lightbox (\$1050.00/\$1600.00)	7676767	\$1182.5	Aug 02 2016	 	
<a href="#">122000</a>	CardioCap 5	9898-poptr	\$302.5	Aug 02 2016	 	
<a href="#">119051</a>	CardioCap 5	sdasew22e234	\$302.5	Jul 22 2016	 	
<a href="#">112000</a>	TRAM 451 (\$1400.00/\$2100.00)	21232	\$2337.5	Jun 20 2016	 	

SHOP: Parts, Accessories

SUPPORT: Contact Us, Repair Centre Locator

REPAIR: Service Documents

LEARN: How to Videos

MY ACCOUNT: Account Profile, Manage Members





What if you have GE equipment but not under warranty or Contract?

9. Enter the P.O number obtained or if its just an approval, you can also attach the PO document. If none, then enter N/A. Tick "T&C" check-box.

10. Click on "Submit Repair Request" to submit an ODS Repair request.

Shipping Address  
Is shipping address default shipping address?  Yes  No

Other Details  
Comments  Alternative Email

Step 3 Quotation Summary

Model #	Service Type	Description	Net Total
DASH 4000 (\$2600.00/\$3900.00)	Repair	Flat Rate 2 (Damage)	\$3900.0
-	Shipping	Return Freight	\$25
<i>This quotation shall remain valid for a period of 30 days, commencing from the date of this offer unless extended by GE Healthcare Pty Ltd in writing. All parts are based on exchange basis. If you would like to proceed, please enter your Purchase Order number and submit the Repair Request. Alternatively please select "Save Request and come back later" once you have generated a purchase order number.</i>			<b>Total</b> \$3925.0
			<b>GST (10%)</b> \$392.5
			<b>Total</b> \$4317.5

PO Number, PO Upload and T&C  
 Do you have a PO number?

PO #   ...   
PDF file type only and cannot exceed 2MB file size

By selecting "I Agree" on the portal, you expressly agree that your purchase order will be subject to the GE Healthcare Australia & New Zealand [Terms and Conditions of Sale](#) as well as the Product Specific Additional Terms (if applicable), all of which are contained in, and accessible through the GE Healthcare MyServices portal.

SHOP SUPPORT REPAIR LEARN MY ACCOUNT



What if you have GE equipment but not under warranty or Contract?

## What happens after I submit my repair request?

As soon as you submit your repair request, you have the provision to save the request immediately to take a look at it.

The workshop as well as GE Healthcare staff and the customer is sent an email detailing the repair request and a unique number to identify the request is generated.

The workshop then contacts the customer with a Service Request email as soon as the equipment is shipped.

Step Support Repair Learn My Account Welcome, Sharif Pr... | 0 items | \$0.00 |

### Repairs Centre Solutions from GE Healthcare

#### Create New Repair Request

Please complete the form below to initiate a back-to-base repair centre request. For emergency repairs, where an on-site engineer is required, please call 1300 722 179. Required field

Step 1 Add Repair Request

Equipment Record

Step 2 Contact Details

Thank you for choosing GE Healthcare. You will receive a confirmation email with instructions on how to proceed. Your service number is "124002".

**Billing and Invoice Address Details**

Address Line 1\*  Address Line 2  Address Line 3

Street address, P.O. Box, company name  Apartment, apt., building, floor etc.  Additional address details

City\*  State / Province / Region\*  Country\*

ZIP / Postal Code\*

Select other than default billing address

Choose an address

Is invoice address the same as billing address?  Yes  No

**Shipping Address**

Is shipping address default shipping address?  Yes  No

**Other Details**

Comments  Alternative Email



## What does the Repair Request email contain?

## What does the Repair Request email contain?

Below is a snapshot of the Repair Request email – It contains a PDF attachment that lists all the details of the equipment of which you had submitted a repair request.

The Repair Request email that the customer receives also lists the various timelines associated with the request and other details of the repair request from an operational angle.

