

Complete Confidence in Your Equipment

Technology plays a crucial part in your interventional workflow. To ensure that your state-of-the-art ultrasound system is always ready to go, completely up-to-date, and backed up with guaranteed uptime, choose BK Priority Care.



BK's Priority Care ensures that your BK equipment is always ready to go when you enter the room. The Priority Care program includes:

- Software-driven remote diagnostics to enable faster resolution
- BK's procedure-based clinical and technical support available on-site
- Advantageous loan and exchange programs for your transducers
- Guaranteed priority for repairs

BK Medical's Priority Care

Remote/Online Diagnostics	BK Medical systems have new remote diagnostic capabilities that allow for remote support and problem-solving to save you time and reduce inconvenience.
Remote Technical Support	Comprehensive technical support available over the phone. You are guaranteed to speak with trained BK service personnel.
On-Site Technical Support Included	Top priority for on-site support. On-site support hours included.
On-Site Clinical Support	Clinical case support with trained personnel. Training and case coverage days included in contract.*
Clinical Phone Support	Unlimited clinical phone support with trained personnel.
Transducer Loan Program	Rely on fast resolution and uptime. Our transducer loan program ensures that you have what you need when you need it.**
Forgiveness Exchange Program	We understand accidents can happen and when they do, we have got you covered with our forgiveness exchange option.***
Priority Transducer Repairs	Why wait? Your repairs will have top priority at BK Medical's specialized transducer development site.****
Software Checkups	Software updates and patches will be installed at no cost.
Annual Preventive Maintenance	We can spot most issues before they become problems. A yearly visit will help you stay out of trouble.
Safety Testing	Extensive electrical safety test and certification.

*4 clinical training/cases per year included in Priority Care program. Training days in addition to the allocation in service contract will be charged at USD 1,500 per day.

**Loan option is based on availability.

***Certain limitations apply. Please ask your representative for details.

****Priority Care customers receive priority over customers without comparable coverage.

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