

Vital Care for Your Equipment

Your ultrasound system is an investment, and we want to make sure that you experience the full value of your equipment. With BK's Essential Care, we offer peace of mind with prevention and resolution of issues.



BK's Essential Care takes care of your equipment, so you can focus on your patients. The Essential Care program includes:

- Software-driven remote diagnostics to enable faster resolution
- Knowledgeable clinical and service support on-site
- Software checkups to make sure you have all updates
- BK's highly trained clinical and technical teams available to you

BK Medical's Essential 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	Technical support available over the phone. You are guaranteed to speak with trained BK service personnel.
On-Site Technical Support Available	If remote support cannot solve your problem, we will send a service technician to your site. All support hours included.
On-Site Clinical Support	Clinical case support with trained personnel. Training and case coverage days included in contract.*
Clinical Phone Support	Clinical phone support with trained personnel. Up to five cases per year at no additional cost.
Software Checkups	Software checkups to make sure you have all updates.
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.

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