
RELIABLE
SERVICE
BOOST
your CT routine
ulrich
medical
dedicated to you.



Because responsibility deserves reliable support.



The offerings and information provided refer to the services offered by headquarters; distributor services may vary

When it comes to everyday CT operations, the system isn't the only thing that matters. The service behind it is just as important.

Our factory service team helps you keep operations running smoothly and keep downtimes to a minimum.

When your equipment needs to perform reliably, strong service support makes all the difference.
At ulrich medical, we provide personal, responsive, solution-focused support to keep your daily CT operations running smoothly.

- Dedicated points of contact
- Reminders for technical safety checks (TSC) and maintenance
- Fast support in case of technical issues and questions about using your system
- Highly qualified factory service team for technical and application support

Factory service you can rely on for your daily CT operations

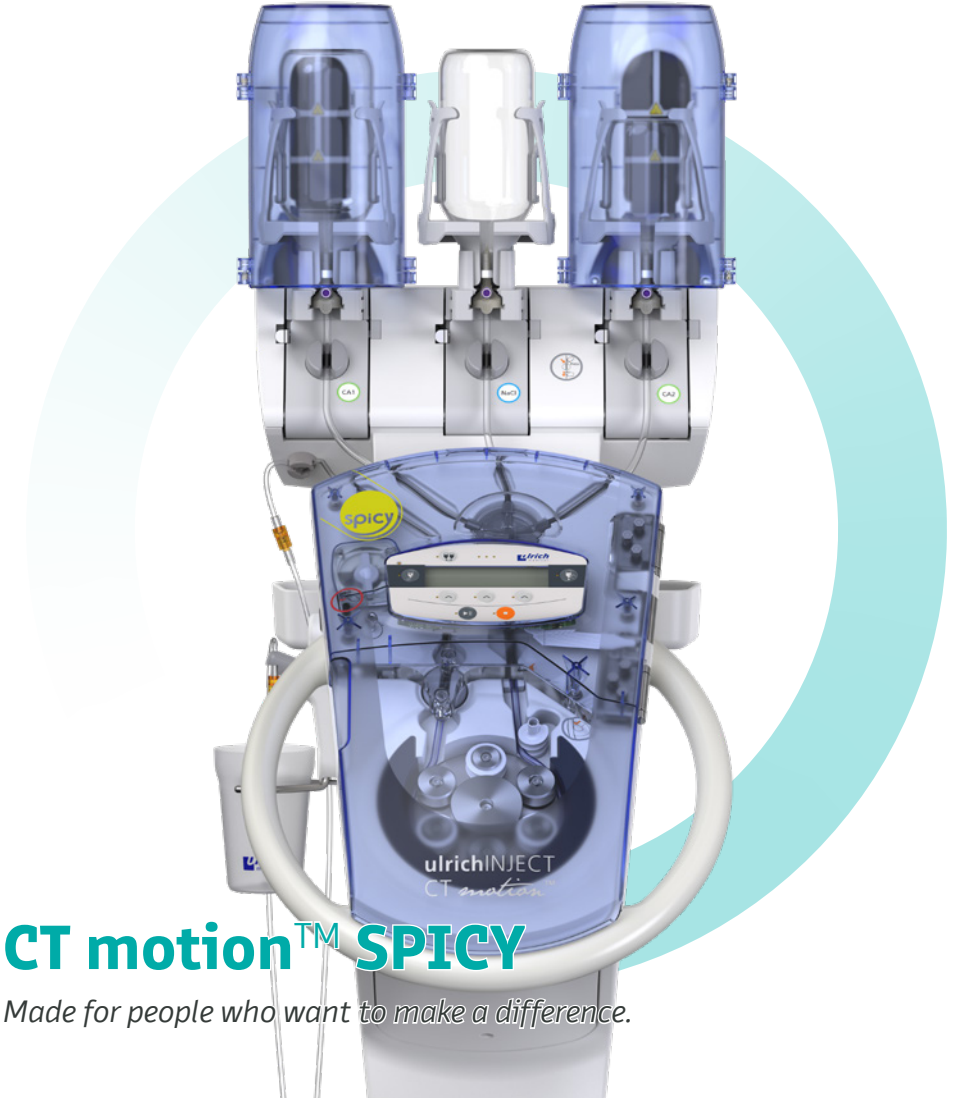
Installation planning and implementation
+ Verification of installation requirements
+ Installation planning and setup, and user training
+ Optional configuration of SYNCopen and RIS/PACS interfaces

Application support
+ Post-installation training, customized training sessions, immediate assistance, and step-by-step tutorials

Remote service and direct support
+ Fast, hassle-free support from product specialists

On-site service
+ Repair service
+ Equipment maintenance
+ Technical safety check (TSC)
+ Software and hardware upgrades and software maintenance

Tiered service agreements for planned services
+ uCare
+ uCare Advanced
+ uCare+



CT motion™ SPICY

Made for people who want to make a difference.

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Customer satisfaction isn't just a feeling. It's a measurable part of our commitment to quality[1]

Whether you need maintenance, repairs, application support, or a service agreement, ulrich medical is here for you with personalized support to help your team work safely and efficiently every day.

- Phone support: 82% of calls answered directly by our service hotline
- Response time for equipment issues: typically within 24 hours
- Customer satisfaction NPS[2] of > 80
- First-time fix rate: > 95%

"For years, ulrich medical has consistently achieved excellent results in our service provider evaluations. A quality score of 96%, along with top ratings for service and response times, demonstrates the reliability and expertise of their technical service team. Inquiries are handled promptly and efficiently, with a focus on finding solutions. What stands out most is the personal attention and dependable service."

Dr. Marko Frings, Radiologist and Site Director, Dortmund City Center, Medical Care Center Prof. Dr. Uhlenbrock und Partner

[1]The figures provided apply exclusively to the German market.
[2]The Net Promoter Score (NPS) is a metric used to measure customer satisfaction and willingness to recommend a company (scale: –100 to +100). An NPS above 0 is considered good, above 20 very good, above 50 excellent, and above 80 outstanding.

82 %
of calls answered directly

Response within 24 h

> 95%
first-time fix rate

> 80
NPS customer satisfaction score

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Any questions?

We're happy to help.

Contact for customers outside Germany:
Your certified distributor in your country

Contact for distributors:
T +49 731 9654-111

Monday – Friday
08:00 – 17:00 CET

You can also explore our full range of services here:
https://www.ulrichmedical.com/en/radiology/service

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