

Depot Repair

Frequently Asked Questions (FAQs)

Does the Depot Repair include software installations or updates?

Typically no, repairs do not include software updates, upgrades, or installs. Nor are these necessitated for most repairs.

Will more service network providers be offering pick-up/drop-off service for Depot Repairs in the future?

Yes, we are continually exploring the right opportunities and fit where it makes sense to expand in this space. But we have no specific commitments at this time.

What is the process for the Depot Repair providers who currently offer pick-up/drop-off service?

1. A normal Depot Repair is ordered from PartsSource system as a Pick-Up/Drop-Off (PUDO) request. This alerts the vendor that there is a pickup order.
2. The equipment slated for repair is placed into a PUDO designated space for weekly pick-ups at the location (the day and time can be mutually agreed to in advance). No packaging is needed, only a copy of the Depot Repair order attached to each item. Usually, we leave a TUB, or the hospital provides a rack that we label for equipment to be picked up.
3. The service provider account manager comes to pick up the equipment slated for repair.
4. The order is collected and shipped by the service provider to the repair depot.
5. PartsSource is updated with information on the repair order upon the equipment's arrival at the depot.
6. The repair is processed. PartsSource is updated with tracking information as the repair is completed and updates are communicated through the system or the PartsSource repair team or your account manager.
7. The repaired equipment is shipped directly back to the customer. It can also be hand-delivered, but this typically adds more time to the process.

Does the service provider performing the repair check for recalled parts and/or swap out recalled parts?

Yes, we monitor recalls issued by OEMs. For original OEM parts, these recalls are typically handled by the OEM itself for recall tracking.

Otherwise, if PartsSource notifies the vendor of a recalled aftermarket part then the vendor will in turn notify PartsSource of the potentially affected units to return for verification/repair.

Because PartsSource tracks all of our Depot Repair warranties within the platform, will it pass that information through to a CMMS or ERP system if we have an integration?

No. Currently the PartsSource CMMS/ERP integrations do not pass warrant information from the PartsSource platform to your CMMS/ERP.

If this is something you would like to explore, please let your account manager know.

I've noticed that most of your ultrasound probe repairs are done on an exchange basis. Is there an option to have our probes repaired and then returned to us – and if so, is it possible to obtain a loaner while our device is out for repair?

Absolutely! Many customers prefer our Ultrasound Probe Exchange program for the speed and ease of getting a probe back into service, but we can absolutely repair and return your probe, as well as offer a loaner on most models.

To request an ultrasound repair and return, instead of an exchange, click the Request Quote link at the top of the PartsSource home page and request a Depot Repair quote for your ultrasound probe. Be sure to include your probe's OEM, model & serial number information in the quote request. If you have any questions, please don't hesitate to reach out to your dedicated support team.

Does PartsSource have any repair options for Trophon ultrasound probe disinfection systems?

Currently, PartsSource offers flat rate preventative maintenance and time & material quoted repairs for the Trophon EPR.

As of now, we do not offer any repair options for the newer Trophon 2, as most of these units will remain under manufacturer's warranty in the near term. As these units begin to come off warranty, we will keep you posted on any changes to our offerings.

Does the service provider reload drug libraries for the B. Braun Perfusor Space infusion pump?

As long as the drug library was not corrupted or wiped from the unit prior to us receiving it for repair, the unit will be returned with the library intact, which should preclude the customer from having to send to a sales rep.

We do not load drug libraries, nor do we wipe out drug libraries on units unless we get explicit permission from the facility. There are a few instances where we may load a test library when we have to test a pump, but again we will ask permission from the hospital before we do this.