

# Ultrasound Probe Loaner & Repair

## Process Guide

It is quick and easy to request an ultrasound probe loaner and repair through PartsSource. Our [PRECISION Procurement](#) technology ensures that you get the best quality and price from a trusted member of the PartsSource Service Provider Network.

To initiate a repair and request a loaner:

1. Request an ultrasound probe repair and loaner through your dedicated resource. Your request must include:
  - The model of the probe
  - The model of the system
  - The probe's serial number
  - A detailed description of the issue being observed
2. Once your request is received, a loaner probe is shipped overnight to you. PartsSource sends you an email with your RGA documentation and a pre-paid shipping label to use to send the probe to our service provider for repair.
3. Once the probe is received by the service provider, it is evaluated and the diagnostic assessment and a quote for repair is provided to you by PartsSource.
4. Once you've reviewed the assessment and quote, you're can approve the repair.
5. Once you approved, the service provider performs the repair.
6. Once repaired, the probe is shipped back to you. The paperwork for the repair and a pre-paid shipping label for returning the loaner are provided to you by PartsSource.
7. Using the provided pre-paid shipping label provided to you by PartsSource, package and return the loaner probe.

[Questions? Comments? Concerns?](#)

Contact the Community team at [Community@partssource.com](mailto:Community@partssource.com)