

5 Questions to Ask Any Parts Supplier

You don't need to be a biomed engineer to separate a serious supplier from a broker moving inventory. Before an imaging part goes into your system, ask these five questions — hesitation on the first one usually answers the rest.

1

Where did this specific part come from, and can you document it?

Hesitation here tells you everything.

2

What functional testing was performed, and can I see the results?

"Tested" without data is marketing.

3

Is your refurbishment process governed by a certified quality system?

ISO 9001:2015 or equivalent — and verifiable.

4

What warranty applies, and what does it actually cover?

Length matters; so does whether labor is included.

5

Who supports this part if it fails, and how fast?

A part without support is a liability.

The distinction that matters isn't new versus used, or OEM versus independent. It's documented versus undocumented.

Sourcing a part for a mammography, DEXA, or ultrasound system?

Coast to Coast HTM maintains a tested parts inventory backed by an ISO 9001:2015 certified process. Browse the inventory at c2chtm.com/parts or speak with a specialist at (805) 202-1621.