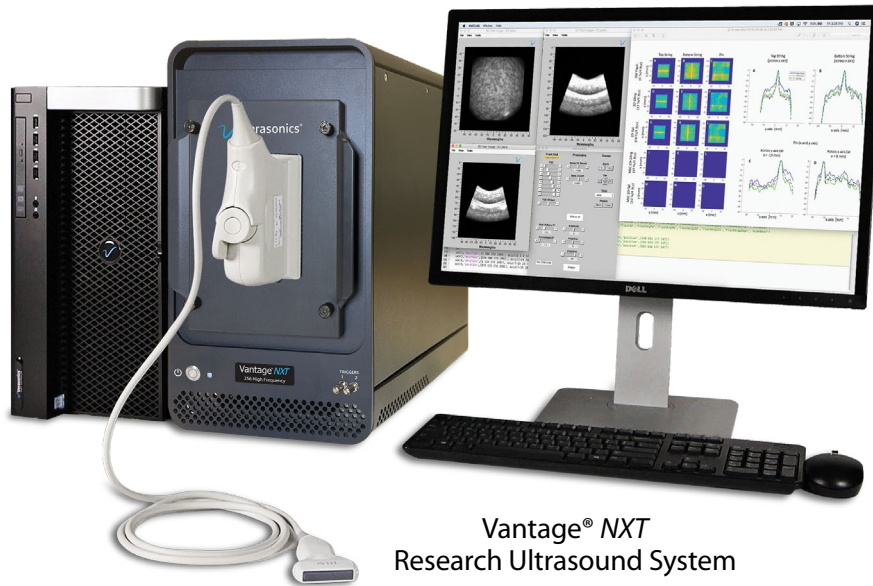Verasonics strives to deliver the most advanced and flexible solutions, enabling researchers to raise the bar on ultrasonic techniques used in biomedical ultrasound, materials science, earth sciences, the physics of acoustics , and more.

We are committed to providing superior product solutions along with comprehensive support services.

Vantage® *NXT*
Research Ultrasound System

Verasonics Warranty

Verasonics offers a comprehensive protection and support plan, including a one-year product and service warranty with every system purchase.

Extended warranty agreements, offering identical protection and support, can be purchased after the expiration of the initial warranty.

Our Warranty Includes:

- Hardware repair or replacement coverage
  (Not including local taxes and duties)
- 8 hours of remote technical support
- Access to customer training resources and educational sessions

We are happy to provide basic troubleshooting in the event of a hardware issue occurring in a system that is not covered under warranty. Any additional advanced support outside of warranty or service agreement will be billed at a hourly rate. Hardware repairs include parts, labor and shipping and handling, covering shipment in both directions.

Verasonics Customer Support

- Problem diagnosis and error identification
- Technical assistance with Verasonics hardware or software utilization
- Scripting support and troubleshooting
- Coordination of product repair if needed

Contact **support@verasonics.com**

Customer Training

A combination of training videos, webinars, and scientist-led events are available to help researchers become productive as quickly as possible.

The Verasonics' Introductory Training videos are an excellent tool to learn more about our solution, we recommend all new users view them. After viewing, feel free to forward specific content questions to **support@verasonics.com**.

Quarterly "Meet the Ultrasound Scientists" seminars cover more advanced topics. The schedule for these sessions can be found on our website.

Platform Upgradability

Every Verasonics system can be upgraded to any configuration and/or options can be added to extend research options, maximize flexibility and protect initial investments.

Hardware upgrades that require or involve the addition or replacement of acquisition boards inside the Vantage *NXT* / Vantage System will result in a one-year warranty (or extended warranty) extension.

Customers have the option to upgrade their system configuration during the 5-year extended warranty period. After this period ends, they are limited to exchanging their system for their desired configuration.

Technology Advancements and Verasonics Solutions

Verasonics' research ultrasound solutions provide a platform for ultrasonic, acoustic and material science research and development efforts. Researchers across the globe frequently publish groundbreaking advancements made with this technology.

As such, Verasonics' solutions are often referenced in scientific publications; our scientific database provides quick and easy access to these publications.

Access:
https://verasonics.com/scientific-references-database/
for more information.

Verasonics also offers all Vantage *NXT* / Vantage customers access to the Verasonics Community, a portal designed to provide quick and easy access to helpful tools for training, along with product and accessory resources.

Contact **CommunityAdmin@verasonics.com** to request access to the portal.

Introductory Training Videos

Developed and narrated by Verasonics' scientists, product training videos include:

- Setting up the Vantage *NXT* or Vantage System
- Overview of the Vantage *NXT* or Vantage System platform architecture
- Programming the Vantage *NXT* or Vantage System
- Common issues and troubleshooting software tools

Meet the Ultrasound Scientist & Training Webinars

The "Meet the Ultrasounds Scientist" series offers customers a chance to explore topics related to the use of Vantage *NXT* / Vantage Systems and engage with experts through interactive Q&A sessions. In addition, this portal section includes a variety of other training webinars.

Resource Documentation

Application Notes and other product resources provide in-depth information on the capabilities and functionalities of the Vantage *NXT* / Vantage Systems.

Accessory Documentation

Accessory documentation provides information related to accessories that are supported by the Vantage *NXT* / Vantage System.