

Checklist: Questions Hospitals Should Ask Before Buying Refurbished Imaging Equipment

1. Equipment History and Condition

- What is the age of the imaging equipment?
- How many prior owners has the system had?
- Where was the equipment previously used?
- Was it used in a hospital, imaging center, mobile unit, or private practice?
- How many scans or operating hours are on the system?
- Has the equipment ever had major repairs?
- Are service records available?
- Has the system been fully inspected, tested, and calibrated?
- Are there any known recurring issues with this model?

2. Refurbishment Process

- What exactly was refurbished?
- Were parts repaired, replaced, cleaned, calibrated, or upgraded?
- Was the refurbishment performed by certified technicians?
- Were OEM parts used, or were third-party parts used?
- Does the refurbishment process meet manufacturer or industry standards?
- Can the seller provide documentation of the refurbishment work?
- Was the system tested under clinical operating conditions before resale?

3. Image Quality and Clinical Performance

- Does the system meet current clinical imaging requirements?
- Will image quality support the hospital's intended use cases?
- Has the system been tested for resolution, accuracy, and consistency?
- Can the seller provide sample images or performance reports?
- Will the equipment integrate with the hospital's current workflow?
- Is the system appropriate for the patient volume expected?

4. Compliance and Safety

- Does the equipment meet current FDA, state, and facility safety requirements?
- Is the system compliant with applicable radiation safety standards?
- Are all required safety checks complete?
- Will the system pass inspection by the hospital's biomedical or compliance team?
- Are shielding, electrical, and room requirements clearly documented?
- Are all manuals, safety documents, and compliance records included?

5. Software, Compatibility, and Integration

- What software version is installed?
- Is the software still supported?
- Are updates available?
- Will the system connect with the hospital's PACS, RIS, EMR, or EHR systems?
- Are DICOM and HL7 compatibility supported?
- Are cybersecurity requirements addressed?
- Are user licenses included, or will additional licensing fees apply?

6. Parts Availability and Service Support

- Are replacement parts still available for this model?
- How long does the seller expect parts to remain available?
- Who will service the equipment after installation?
- Is service available locally or regionally?
- What is the average response time for service calls?
- Are preventive maintenance plans available?
- Does the seller provide emergency repair support?
- Are technicians trained on this specific model?

7. Warranty and Risk Protection

- What warranty is included?
- What does the warranty cover?
- What is excluded from the warranty?
- How long does the warranty last?
- Are labor, travel, parts, and software issues covered?
- Is an extended warranty available?
- What happens if the equipment fails shortly after installation?
- Is there a return, replacement, or buyback policy?

8. Installation and Site Readiness

- Who is responsible for delivery, installation, and setup?
- Are room dimensions, power, HVAC, shielding, and connectivity requirements confirmed?
- Will the seller perform a site survey before delivery?
- Is rigging or special transport required?
- Who handles deinstallation of existing equipment?
- How long will installation take?
- Will the equipment be tested after installation?
- Who signs off that the system is ready for clinical use?

9. Training and User Adoption

- Is staff training included?
- Will training cover technologists, radiologists, biomedical staff, and administrators?
- Are user manuals and operating guides provided?
- Is advanced training available if needed?
- Will the seller support workflow setup and protocol configuration?
- Is remote or follow-up training available after installation?

10. Total Cost of Ownership

- What is the full purchase price?
- What additional costs should the hospital expect?
- Are installation, shipping, rigging, software, licensing, training, and service included?
- What are the expected annual maintenance costs?
- How much will replacement parts cost?
- What is the estimated remaining useful life of the equipment?
- How does the total cost compare with new equipment, leasing, or other refurbished options?
- Will the system help reduce downtime, improve access, or expand service capacity?

11. Vendor Credibility

- How long has the vendor been selling refurbished imaging equipment?
- Does the vendor specialize in this type of imaging system?
- Can the vendor provide hospital references?
- Does the vendor have documented quality control processes?
- Are technicians certified or factory-trained?
- Does the vendor provide transparent pricing and documentation?
- What happens if problems arise after the sale?

12. Strategic Fit

- Does this equipment solve the hospital's current clinical need?
- Will it support future service line growth?
- Is this a short-term replacement or a long-term investment?
- Will the equipment improve patient access, scheduling, or throughput?
- Could downtime or limited parts availability create future risk?
- Is refurbished equipment the best financial and operational choice for this department?

Final Decision Question

Before buying refurbished imaging equipment, hospitals should ask:

Does this system give us the right balance of image quality, compliance, service support, reliability, and long-term value?

If the answer is not clear, the hospital should slow down the purchase process and request more documentation before moving forward.