



# THE UNBEATABLE BENEFITS OF USING OLYMPUS SERVICE

## SIX SIGNIFICANT REASONS TO CHOOSE OLYMPUS QUALITY

### 1 VALUE PRICING

While perceived price-per-repair savings through a third-party vendor may at first seem attractive, third parties will often dissect the total cost for a repair process into smaller component pricing, giving the appearance of lower costs. Olympus repair service saves you money over the long term with repairs that work, that last and that protect the life of your equipment. Whether you choose an Olympus Full Service, Value Service or Fee-for-Service Protection Plan, our pricing is designed to fit your needs and your budget. We also have usage-based financing programs so you can pay as you go for equipment and repair services.

### 2 REGIONAL CONVENIENCE

We have 18 service locations across the country to ensure your equipment gets to one of our repair centers quickly. We'll perform the necessary repairs with speed and precision and deliver your equipment back to your facility without delay. Service Agreement customers also receive free shipping, 48-hour turnaround on repair service and on-site loaners to ensure minimal downtime.

### 3 REFURBISHMENT OPTIONS

Olympus offers multiple levels of refurbishment, starting as low as \$3,500. A refurbishment is necessary when, at a minimum, a scope's insertion tube needs to be replaced. During a refurbishment, we fully inspect all durable components, replace or repair them as needed and replace all non-durable items (e.g., o-rings, screws, gaskets, seals). Unlike a third-party "refurbishment," an Olympus refurbishment always brings your endoscope back to its original factory specifications.

### 4 RISK MANAGEMENT

Third-party repairs are risky business indeed. When you choose to use a third-party vendor, three things happen: (a) you void your product warranty on that piece of equipment; (b) you may impact scope performance and shorten the scope's usable life by allowing it to be modified from its original factory-approved specifications; and (c) most importantly, you may jeopardize patient safety. Protect your investment and keep your risk managers worry free by choosing Olympus for all of your repair needs.

### 5 PERFORMANCE

When done improperly, even a seemingly minor repair that alters the scope's specifications can dramatically change the performance characteristics of an endoscope. This can be aggravating for the physician and dangerous for the patient. Often an endoscope is chosen for a specific set of characteristics — characteristics that might be more costly but desirable (such as an ultra-slim design or variable stiffness insertion tube). Third-party repairs can quickly negate these prized characteristics. Keep your physicians happy by making sure your Olympus scope stays an Olympus scope.

### 6 INTEGRATION

The world of endoscopy is moving toward increasing levels of integration to gain operational efficiencies, a competitive edge and the highest level of patient care. Olympus service is an essential component of an integrated G.I. lab. Our factory-authorized repair processes and parts ensure that products designed to work together continue to do so even after repair.

*For superior product performance, always use Olympus repair service to keep your Olympus equipment 100% Olympus.*





## 24 MORE REASONS TO CHOOSE OLYMPUS QUALITY

- 1 Flexible Service Agreements to meet customers' requirements and budgets
- 2 On-site loaners for qualified Service Agreement customers
- 3 Original manufacturer's components to replace damaged and worn parts
- 4 Factory-trained technicians with ongoing instruction on new/upgraded products and repair protocols
- 5 Turnkey repair services, from minor repairs to complete refurbishments
- 6 Repairs consistent with product specifications
- 7 Quality system consistent with FDA regulations
- 8 Proprietary tools and test fixtures along with current manufacturer's guidelines, bulletins and technical manuals
- 9 Automated angulation test equipment and specialized OEM torque wrenches
- 10 Exacting equipment calibrations, closely monitored and documented
- 11 Factory-approved, biocompatibility-tested materials and processes; no patches, band-aids or boot extenders
- 12 Latex-free replacement parts and repair processes
- 13 Exclusive factory-tested repair protocols, validated to meet original manufacturing specifications
- 14 New cost-saving repair processes, tested and validated by Olympus R&D
- 15 Documented Olympus repair processes for Medical Device History, traced from date of sale and tracked by factory numbers
- 16 Comprehensive tracking system to monitor return rates under warranty and apply corrective action
- 17 Preventive repairs at no additional charge
- 18 Olympus University endoscopy courses and seminars for CME, contact hour and CEU credits as well as biomedical certification and training programs
- 19 Consulting services for help with G.I. lab, O.R., A.S.C. or office-based endoscopy practices
- 20 Site visits and on-site technical assistance
- 21 Product in-service training sessions
- 22 Repair reduction assistance/advice and preventive maintenance audit program
- 23 National Service Center open 6 days a week to expedite repair turnaround time
- 24 24/7 technical phone support for Service Agreement customers

*Contact your Olympus Sales Representative to learn more about the benefits of Olympus service.*

