

Are Third-Party Vendors Performing Their Own Brand of “Surgery” on Your Rigid Telescopes?

Improper Repairs May Compromise Surgical Procedures, Equipment, Patient Safety

In a recently published white paper, Olympus exposed a variety of third-party repair flaws frequently observed on Olympus rigid telescopes. These third-party modifications are common and well documented. Unfortunately, surgeons and facility risk managers may be unaware of these alterations made in the repair process. Third-party modifications can have a significant impact on the performance of the equipment as well as the outcome of a procedure. The modifications may also introduce compatibility concerns that could compromise the functional characteristics of the instrument relative to the original product design. Moreover, the incorporation of non-Olympus parts and materials can shorten the useful life of the instrument and pose potential patient safety risks.

Know Your Vendor

Because Olympus can monitor only work performed at our service centers, Olympus does not advocate the practice of using third-party vendors for repair service on our surgical instruments. Consequently, Olympus does not sell its parts, materials, processes or proprietary tools and equipment to third-party vendors.

As a result, many third parties reverse engineer their own parts and supplies to repair Olympus surgical endoscopy equipment. Unfortunately, the resulting product modifications—such

as non-Olympus optical lenses and spacers—can significantly alter the performance and life of an Olympus telescope and add up to more costly repairs over time.

Factor in the Risks

Improper telescope repair can put patient care at risk in the following key ways:

Patient Safety: When a scope is repaired improperly, it is more likely to malfunction during a procedure. This can cause procedural delays and may jeopardize patient safety. What’s more, aftermarket parts and materials have not been tested by Olympus for compatibility with other Olympus parts or biocompatibility with the human body.

Optical Quality: Olympus is renowned worldwide for its superior optics. When a third-

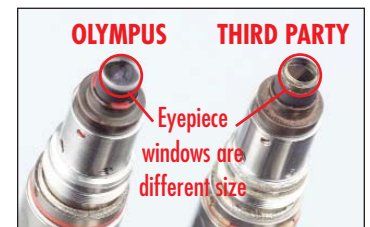
party vendor replaces Olympus optics with its own, it can significantly alter the performance characteristics of a telescope and have an impact on procedural outcomes.

Repair Expenditures: The aftermarket parts, processes and materials used by third-party vendors have not been tested by Olympus for their ability to withstand the rigors of autoclaving (134°C) and repeated use. For these reasons, third-party repairs void the Olympus product warranty. They may also result in a higher instrument failure rate during use or autoclaving, which could impact the timely delivery and overall cost of patient care.

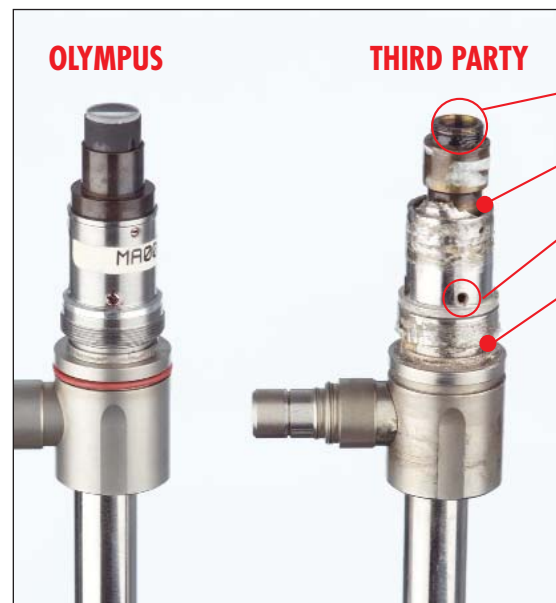
Protect Your Patients and Your Performance

Cost-saving repairs meant as short-term fixes run the risk of leading to more costly repairs

down the road and may jeopardize product performance, reliability and patient safety. The best way to protect your investment and the safety of your patients is to ensure your facility is utilizing Olympus-certified repair services. Only Olympus can restore your Olympus surgical equipment to factory specifications.



For more information about Olympus Service Protection Plans on surgical equipment, contact your Olympus sales representative.



Third-Party Repair Flaws

- Smaller eyepiece window diminishing the field of view.
 - Failure of epoxy-type glue seal resulting in underlying corrosion.
 - No sealant on screw ends compromising watertight integrity.
 - Damage from pliers on telescope body indicating repair was performed without proper tools.
- The extent of the third-party modifications on this scope require that it be refurbished or replaced.