

Aesculap Technical Services

One source for all your repair services!



Aesculap Technical Services

AESCLAP®

History

A tradition of excellence since 1867.

The company was founded in 1867 by master craftsman Gottfried Jetter in Tuttlingen, Germany. For more than 140 years, the name Aesculap has been synonymous with quality throughout the world.

Each instrument is individually forged from German stainless steel and crafted by trained instrument makers into consistent patterns.

With over 20,000 time-tested patterns, Aesculap prides itself on meeting the world's growing need for a broad range of general and specialized surgical instruments.

Committed to ensuring quality performance throughout the life of every instrument

Aesculap's commitment to quality doesn't end when you purchase an instrument. Aesculap Technical Services is designed to extend the Aesculap quality commitment through the entire life of every instrument. With Aesculap instrument repair and refurbishment, you can be sure every instrument functions properly and will be available when you need it.



Aesculap World Headquarters, Tuttlingen, Germany

The highest quality repair

Skilled craftsmen and trained instrument makers will refurbish your surgical instruments to "like-new" condition, quickly and conveniently.

Precision repair equipment enhances Aesculap's repair performance level because it is the same as that used in the original manufacturing process.

Factory spare parts give Aesculap the ability to properly repair your instrumentation with quality materials that match the original. This protects your instrument from contamination and corrosion, further reducing repair, replacement costs and down time.

- Instrument costs are reduced by extending the useful life of your instruments through regular servicing
- Repair costs and instrument down time can be limited by scheduling routine repairs around your schedule
- The highest instrument performance is maintained through regular service and repair



Quality



The Aesculap Craftsman

Trained craftsmen and experienced instrument makers refurbish your instruments to "like-new" condition. The instrument restoration process is entirely dependent upon the expertise of the craftsmen. Factory-trained master technicians must complete a three and one-half year apprenticeship. During this time, the technicians learn the art and science of instrument making, beginning with raw materials and culminating with finished goods. Extensive testing and certification at the end of the apprenticeship assures that each technician meets the rigorous standards set for all Aesculap service technicians. After the apprenticeship, continuous training requirements for the master technicians ensure that their skills remain at a high level. Highly-skilled Aesculap technicians bring your instruments back to life.

To satisfy our own high demands as well as our users' expectations, Aesculap's quality requirements are extraordinarily high. With over 20,000 products covering practically all indications in separate specialties, this is no easy undertaking.

- Aesculap's manufacturing tolerances are tighter than the standard tolerances permitted by DIN and ISO
- Aesculap's manufacturing combines high technology and precision craftsmanship with knowledge and expertise. This enables instruments to be produced that are always true to pattern, extremely precise and of consistent high quality
- Nothing is more economical than high quality

Partnership



Aesculap Technical Services is your partner in the professional preservation of value for your surgical assets.

Aesculap has a full-service repair system which provides comprehensive repair and refurbishment services, including general instruments, rigid and flexible endoscopes, motor systems, containers and electronic equipment. It makes no difference whether the products were manufactured by Aesculap or by another company.

Surgical assets comprise a large proportion of a hospital's total assets. For this reason, the Aesculap repair is based on the same strict quality standards applied to the original instrument production. This guarantees the value and function of each instrument is maintained for as long as possible to your satisfaction.

In addition to carrying out individual repair orders, Aesculap offers capitated maintenance contracts. These contracts provide repair services for a fixed monthly amount.

Aesculap repair and refurbishment programs are recommended because of these reasons:

- Refurbishing sets brings the instruments to "like-new" condition thus increasing the useful life of the instruments and maintaining their optimal function
- Removes surface corrosion and stops further damage from rust, poor water quality or long term exposure to corrosive agents such as saline or bodily fluids



Capitated maintenance contracts

- Reduces operating expenses
- Improves resource management
- Simplifies the budgeting process
- Extends life of hospital assets

Service



Aesculap Technical Service advocates personally handle your orders from start to finish. Special handling is provided to expedite repair turnaround.

Aesculap warrants that any repair or refurbishment service will be performed in a workmanlike manner, in accordance with industry standards. This warranty is for 90 days following the completion of the repair service.

Distinctive Aesculap Instrument Repair (AIR) boxes transport instruments safely, and Aesculap provides express shipping free of charge. Instruments are carefully wrapped and packaged for safe and prompt delivery. The AIR Box program assures reliable, expedited delivery of instruments to and from your facility with complimentary UPS shipping labels and materials delivered by your local Aesculap Representative.



If you have any questions or concerns about Aesculap Technical Services, please contact your Aesculap representative or call 1-800-214-3392.

General Instrument Maintenance Programs

Aesculap offers two levels of service for its general instrument maintenance programs.

The Repair Option Program (RO) is a basic service that repairs an instrument so that it is functional.

The Repair and Refurbishment Program (RR) is a higher level service that brings an instrument back to "like new" condition. The Repair and Refurbishment Program restores the functionality and surface finish of an instrument.



These programs:

- Assure top instrument performance
- Lengthen instrument life
- Provide significant cost savings over new instrument purchase

A general instrument will go through the following process steps depending on which level of service is chosen:

	Repair Option Program	Repair and Refurbishment Program
1. Sharpening	X	X
2. Alignment	X	X
3. Repair with original spare parts	X	X
4. Surface refinishing		X
5. Gold dipping		X
6. Etching		X
7. Cleaning – oiling	X	X
8. Final inspection	X	X

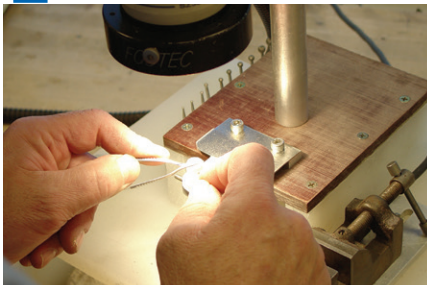
The Aesculap Instrument Repair and Refurbishment Process

1 Sharpening



Large diameter wheel sharpening provides precise cutting edge curvature of extended "sharp" usage.

2 Alignment



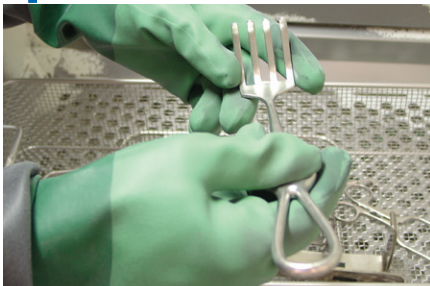
Skilled and experienced craftsmen perfectly align instruments.

3 Repair with original spare parts



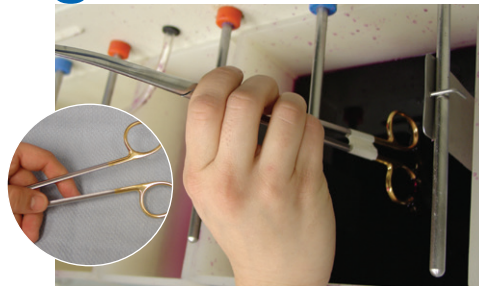
Original spare parts are used to assure proper fit and minimize reaction between different metals.

4 Surface refinishing



Three surface finishes offered: matte finish, satin or mirror.

5 Gold dipping



Ring handles of tungsten carbide instruments are gold dipped for easy identification in the O.R.

6 Etching



Electrochemical etching for instrument identification.

7 Cleaning and



Ultrasonic cleaning and lubrication ensure a "like new" performance.

Oiling



8 Final inspection



Quality inspection and certification ensures the highest levels of performance.

Power System Repair

Aesculap Motor Line offers complete repair and preventative maintenance services for electric, pneumatic and battery-operated power systems.



Products Repaired

Motors

Electric
Pneumatic
Battery
Dermatomes
Perforators

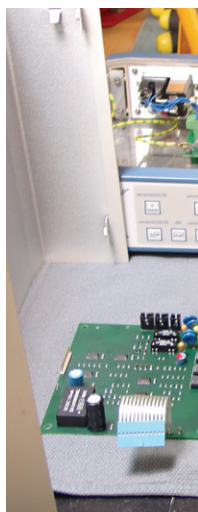
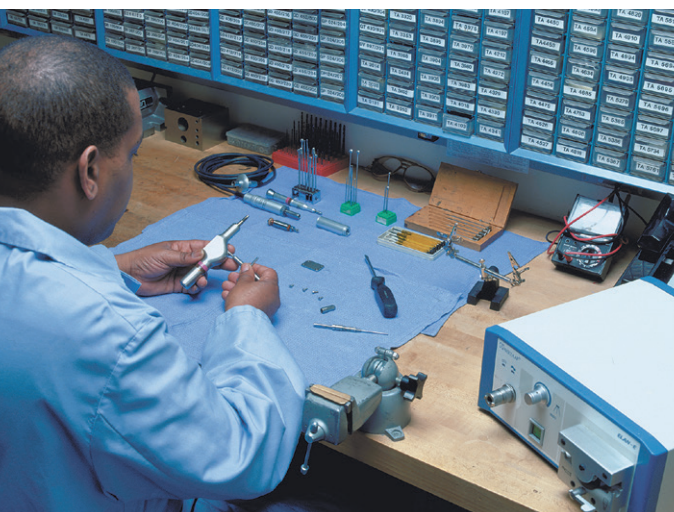
Handpieces

Straight attachments
Angled attachments
Saws
Drills
Reamer
Shavers

Other

Electric consoles
Compressed air hoses
Motor cables
Batteries
Foot pedals
Mobile stands

- Repairs performed by trained technicians
- Power components repaired to perform "like-new"
- Only the highest quality components are used in the repair process
- Prepaid express shipping included



Service Capabilities

Handpieces

Preventative Maintenance

- Full comprehensive and diagnostic testing
- Disassemble unit
- Refurbish and clean internal components
- Replacement of seals, gaskets, o-rings and bearings
- Lubricate with oil/grease
- Test unit for proper function
- Custom etching, if requested

Major Repair

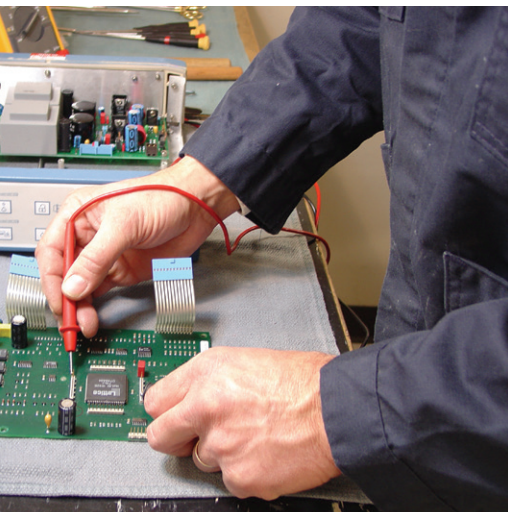
Includes preventative maintenance, major parts replacement and electrical component repair

- Motors and stators
- Circuit boards
- Cables and plugs
- Housing
- Air motor cells
- Couplings, connectors and buttons
- Springs, pins, washers and clips



Aesculap Motor Line offers quality repairs on all manufacturers of power equipment, including:

3M
Anspach
Brassler
Depuy
Hall/Linvatec
Midas Rex
MicroAire
Stryker
Synthes
Zimmer



Rigid Scope Repair



Aesculap Technical Services offers quality repairs on all models of rigid and flexible scopes. Only the highest quality components are used in the process.

Rigid scope service capabilities

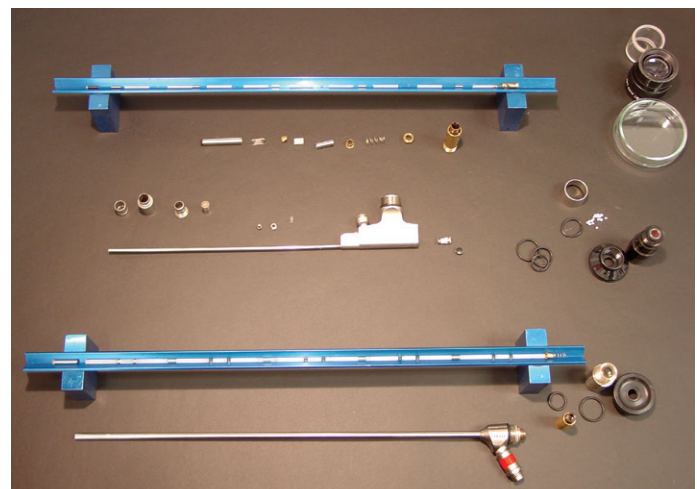
- Complete interior cleaning
- Polish lens tip
- Optical adjustments
- Complete AC test (hot/cold) liquid
- Vacuum and seal
- Objective lens repair
- Repair and replace optical window
- Extensive loaner scopes available
- Prepaid express shipping

Types of endoscopes repaired

Laparoscopes
Arthroscopes
Hysteroscopes
Operating scopes with offset eyepieces
Cystoscopes
Resectoscopes
Sinoscopes
Bronchoscopes
Universal Endoscopes

Brands of rigid scopes serviced

ACMI/Circon	Linovatec
Comeg	Olympus
Cabot	Richards
Concept	Scholly
Dyonics	Solos
Endolap	Stryker
Guidant	V Mueller/Baxter
Karl Storz	Richard/Wolf



Flexible Scope Repair



Flexible scope service capabilities

- Adjust angulation
- Replace insertion tube
- Replace suction channel
- Replace biopsy forcep channel
- Remove major fluid
- Clear air/water nozzle
- Extensive loaner scopes available
- Prepaid express shipping

Types of flexible scopes repaired

- | | |
|------------------|----------------|
| Bronchoscopes | Hysteroscopes |
| Choledochoscopes | Intubation |
| Colonoscopes | Sigmoidoscopes |
| Cystoscopes | Ureteroscopes |
| Duodenoscopes | |
| ENT Scopes | |
| Enteroscopes | |
| Gastrosopes | |



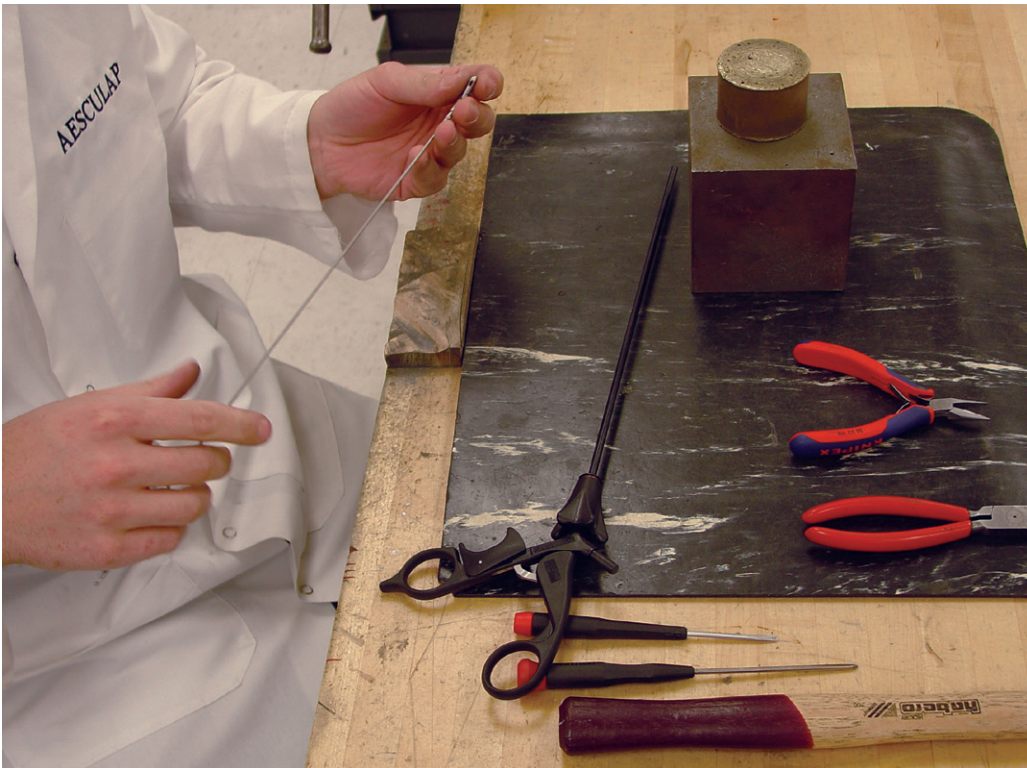
Brands of flexible scopes serviced

- | | |
|------------|-------------|
| ACMI | Olympus |
| Fujinon | Pentax |
| Karl Storz | Welch Allyn |

Endoscopic Instrument Repair and Re-Insulation

Instrument repair

- 48-hour turnaround on instrument repairs minimizes set downtime
- Service available for instruments from all manufacturers
- Extensive spare parts inventory available to assure highest quality repair

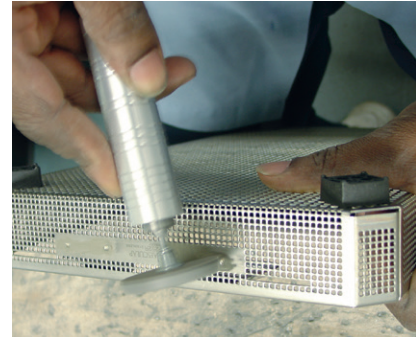
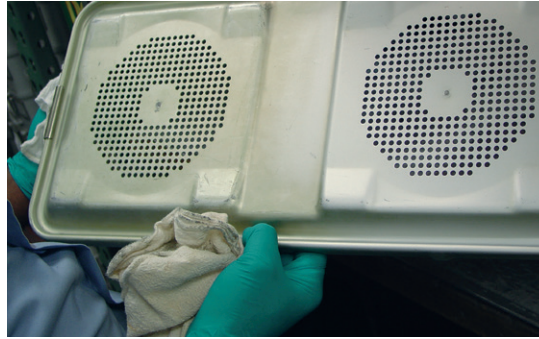


Instrument re-insulation

Re-insulation of endoscopic, monopolar and bipolar instruments ensures proper working condition. Insulation defects will allow electric currents to escape, which may result in patient burns, latent infections and extended recovery times.

HiPot testing procedure ensures proper insulation.

SterilContainer™ Repair



Extend the life of your containers by providing repair or replacement of damaged parts. A professional inspection assures optimal performance of each container. Reduce set downtime by having instrument sets repaired at the same time containers are being refurbished.

Container servicing procedure



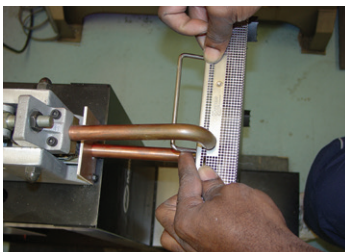
Container bottoms

- Visual inspection
- Re-align corners
- Replace pins and change handles as necessary
- Remove nicks and rough spots on edges
- Refurbish and clean with environmentally safe cleaner to remove tape, ink, etc.



Container lids

- Visual inspection
- Check latches, pins and rails
- Tighten or replace latches, rivets and retention plate pins
- Tighten or replace rails
- Replace gasket
- Re-align corners
- Remove nicks and rough spots on edges
- Refurbish and clean with environmentally safe cleaner to remove tape, ink, etc.



Baskets

- Visual inspection
- Replace all handles and feet as necessary
- Spot weld brackets
- Re-alignment
- Refurbish and clean as necessary

Mobile Service Lab



All instruments are repaired with precision by our trained craftsmen using equipment that ensures the consistent quality you have come to expect from Aesculap.

Outstanding service

- Same-day repair turnaround
- Instruments repaired at your facility
- Knowledgeable repair technician on site
- Reduces instrument replacement costs
- Customized repairs and immediate quality control

Service options

- Inspection, repair, sharpening, cleaning and lubrication of all general or surgical instruments
- Complete tray and set refurbishing
- Ophthalmic instrument repair
- Sterilization container repair
- Electrosurgical instrument repair and re-insulation
- Insulation testing of your endoscopic instruments



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