



Rigid endoscope
Repair



Our repairs service is founded on the belief that all our Customers should be provided with a high quality alternative to device repair other than the Original Equipment Manufacturer (OEM), whilst also offering competitive pricing.

At STERIS Instrument Management Services we are dedicated to enabling patient safety and driving improvements in quality outcomes for clinicians and patients.

STERIS INSTRUMENT MANAGEMENT SERVICES, EMEA



STERIS Instrument Management Services offers Customers a complete end-to-end service and product portfolio working in complement with your surgical inventory requirements:



SURGICAL
DEVICE REPAIR



SURGICAL
INSTRUMENT REPAIR



SURGICAL INSTRUMENT STERILISATION
AND DECONTAMINATION



SURGICAL INSTRUMENT SALES
AND HEALTH CONSUMABLES

Our repairs service typically saves Customers up to 50% on the alternative cost of Originating Equipment Manufacturers.



Highly skilled technicians working from our modern UK facilities utilise the latest repair technologies and quality replacement parts, to provide our Customers with the assurance that from the surgeon to our workshops and back again your surgical devices are always in safe hands.

We repair rigid and flexible endoscopes

Who do you trust with your rigid scope repair?

An endoscope image should provide clear and crisp picture resolution to ensure the best outcome for the patient and surgical teams, without distraction from poor quality or poorly functioning devices. This essential requirement ensures that clinicians can instead focus on complex procedures which play such an important role in the diagnostic process.

Highly skilled technicians working from our modern UK facilities utilise the latest repair technologies and quality replacement parts - to provide our Customers with the assurance that from the surgeon to our workshops and back again your surgical devices are always in safe hands

We welcome requests to visit our repair workshops please contact us for further information

 **03452 414747**



We go beyond the services delivered by other repairers

We use bespoke, model-specific replacement parts.

It is essential that the right parts are used and fitted specifically for that model and endoscope manufacturer. For example, the objective lens assembly needs to be model specific, instead of one generic design for each diameter of scope.

When non-model-specific optical components are installed in a rigid endoscope, the result can compromise such parameters as field of view and angle of view, and ultimately degrade image quality for the clinician, potentially compromising the procedure outcome.

We repair scopes to the exact manufacturer's standard.

Some models of Karl Storz® and Olympus® rigid scopes are manufactured with a formed distal end, which is difficult to replicate. Without the capacity to replicate the rounded tip, repair companies may shear the tip, compromising the original design and creating rough edges that can accumulate bioburden and potentially patient safety. Our reverse engineering capabilities combined with our technical expertise means that your repair is undertaken to the exact manufacturer's standards.

We take the entire product life-cycle into consideration, including the sterile services process.

For a rigid endoscope to be autoclaved, it is essential that the repair process and replacement parts are able to withstand the high heat and pressure of steam sterilisation.

The following components are required throughout the repair process to maintain the highest standards:

- The welding of exposed joints
- Use of heat and pressure-tolerant adhesives
- The use of silver /gold soldering and metallised distal windows to secure the distal window.

If these three essential components and processes are not followed when repairing an endoscope undergoing the autoclave process, the endoscope will not be able to withstand the harsh autoclave environment and may experience premature failure. In addition, the endoscope may be rendered inappropriate for autoclaving over time due to the harsh environment of an autoclaving process often without the Customers' knowledge.

Do you know where your instruments go once they leave your operating theatres?

Rigid endoscopes are highly complex and expensive pieces of equipment, which should be treated with care throughout their entire life-cycle. Do you know where these instruments go once they leave the operating theatre? Can you be assured that the greatest care is taken to restore these devices using the best materials and techniques available? At STERIS Instrument Management Services, we believe in providing the best possible standard of care and repair, with careful handling and quality assurances throughout the repair process.

Flood Damage

Problem

- Device sterilisation is a vital aspect of managing infection, over time however this process can put excessive stress on dissimilar materials leading to a breakdown of seals and ultimately the compromise of your endoscope.

Solution

- Renew any damaged, compromised seals to follow the latest OEM methods, including laser welding and gold soldering. Using poor technology and low cost components may lead to a reduction in the life of the seal.

Distal Tip Damage

Problem

- If an endoscope comes into contact with another device such as a laser or shaver in the operating theatre or clinical environment damage can occur to the distal tip.
- Use of abrasive cleaning solutions and elements during the decontamination process.

Solution

- Careful handling of these delicate instruments will reduce the frequency of damage to the distal tip, however, in the 'real world' it is impossible to eliminate this damage entirely. If the distal tip damage is extensive, unlike other device repairers, we have the expertise and knowledge to replace the insertion tubes, again following the OEM design including the melding of the shafts to the main body.

Inadequate Illumination

Problem

- Excessive flexing of the endoscope shaft can lead to tensile stress on the glass fibres that will ultimately lead to the snapping of illumination fibres. Moisture penetration into the fibre channel can degrade the outer cladding of individual fibres.

Solution

- Insertion of a new fibre bundle using the correct acceptance angle fibres as opposed to cheaper, lower acceptance angle fibres that can lead to insufficient illumination at the periphery of the image.

Altered Components

Problem

- When a device repairer or service provider uses component parts that are not equivalent to the original manufacturers parts issues can occur.

Solution

- There are many generic lenses on the market that do not match the OEM specification precisely. At STERIS Instrument Management Services we have an extensive and dedicated R&D division that can replicate the OEM lens components.

Light Post Fibre Damage

Problem

- Dropping the endoscope
- Cross threading of light post adapter(s) onto light post
- Excessive heat from mis-calibrated light source conducted through the fibre optic cable.

Solution

- Because of our 'in-house' design and manufacture facility we carry an unprecedented variety of light post designs allowing us to quickly and easily replace.

Tubing Damage

Problem

- Dropping or mishandling the endoscope
- When the endoscope is bent the shaft can "kink" either the inner or outer shaft (or both) or traumatic separation of the shaft system from the scope body can occur

Solution

- We can replace the tubing system with new tubes (inner and outer) and again affix these to the main body following OEM design processes. All tubes are medical grade stainless steel and all adhesives are class VI.

Optical Relay Damage

Problem

- When the endoscope shaft bends or an endoscope is dropped it can misalign, chip or completely fracture the rod lenses within the relay system.

Solution

- Due to our unique optical and mechanical R&D department, we can replicate components that are unavailable to other 3rd parties. Because of the unequalled number of endoscopes that we repair at our facilities.

Eyepiece /Video Coupler Damage

Problem

- Dropping the endoscope
- Use of steam sterilisation
- Not completely disengaging the camera coupler from the eyepiece
- Cross-threading video arthroscopes into the camera

Solution

- Our 'in-house' design and manufacturing department can replicate the large variety of eyepieces required to repair the large number of makes and models of rigid endoscope eye shields as opposed to 'modify a generic one to fit'.



A Guide to Rigid Endoscope Damage and Repair Solutions



Why STERIS Instrument Management Services?

There are numerous reasons as to why Customers choose to repair surgical instruments and devices with us, including: reliability, industry leading capability and customer support but it doesn't end there.



We offer full inventory assessments and departmental evaluations that identify each touch point the devices encounters throughout its usage cycle.



For added reassurance to our Customers all our device repairs are ISO 13485 accredited, combined with a range of warranties ranging from 90 days to 12 months.



Our parts are of the highest quality manufactured to OEM standards



We can offer savings of up to 50% on an OEM repair.



We provide ongoing trend analysis and periodic process reviews to maximise the useful lifespan of your instrument inventory.



UK based repair centres in Northamptonshire and Hertfordshire.

- Repairing over 5000 rigid endoscopes each year.

Please speak to your sales representative to ensure these services are available in your territory.



OUR REPAIR CENTRES

UK based repair centres in:
Northamptonshire and Hertfordshire
Repairing 5,000 rigid endoscopes each year
All repairs certified to ISO 13485
A range of warranties available

North America facilities in:
Birmingham, Alabama
Ft Lauderdale, Florida
St Louis, Missouri
Dallas, Texas
Stow, Ohio

Symbiotic relationship with multiple R&D departments within the STERIS global family

We provide the highest standard in quality assurance for all the devices you commit to our care.



STERIS Instrument Management Services Repairs Customer Charter

The STERIS Instrument Management Services Customer Charter is a set of standards that outline what our customers can expect from us and what we will strive to always deliver.

Safety – At the forefront of everything we do is the safety of your patients, this defines the processes, parts and resources that we use to ensure we provide the highest standard in quality assurance for all the devices you commit to our care.

Longevity – We recognise the investments you make in your surgical devices, that’s why we can repair equipment that is no longer supported by the original manufacturer, keeping it in service for longer. All our repairs come with a range of warranties. Just ask us for details.

Savings – We can typically offer savings of up to 50% when compared to an OEM repair, and, any repairs we make will not compromise warranties, in fact, we are confident we can extend the life of your devices maximising the life of your surgical assets.

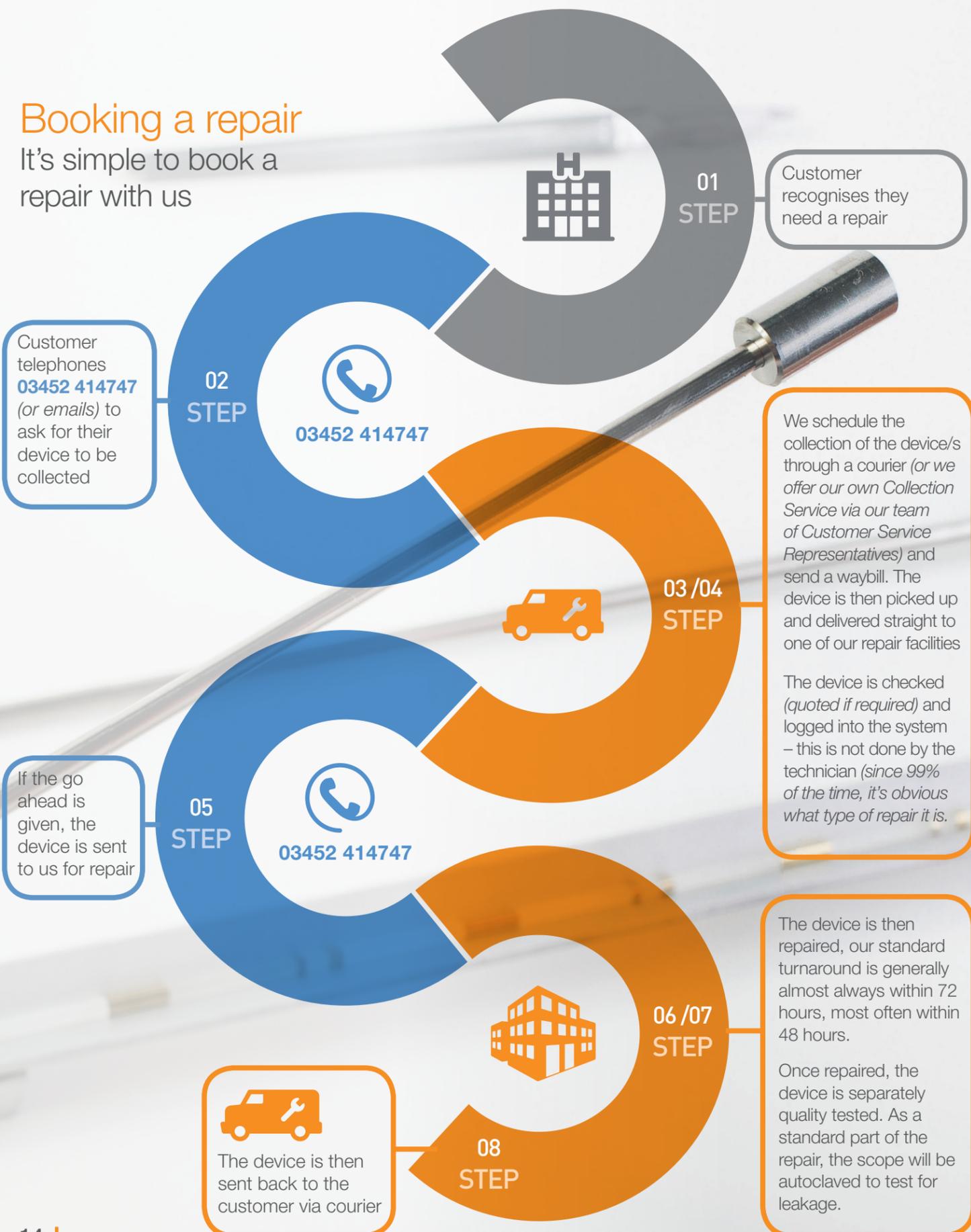
Assurance – Our repair centres are UK based so you know exactly where your endoscope is being repaired. We welcome visits from our Customers. Contact us for further information

Education – By providing education and training on effective handling of your surgical devices, we can help you not only extend the life of your surgical assets but reduce costs associated with common or avoidable repairs.



Booking a repair

It's simple to book a repair with us



Contact us

The experience we provide to our Customers is as important to us as it is to you, that's why at STERIS Instrument Management Services we take a different approach to business. We go beyond the traditional boundaries of a supplier and provider, and instead develop trusted partnerships.

There are a number of ways in which you can find out more about working with the leaders in surgical device management.

You can email us

@ endo_repairs@steris.com

You can call us on

☎ 03452 414747

Or if you're not quite ready to pick up the phone yet that's no problem, you can visit our website at:

🌐 www.steris-ims.com

Or connect with us on:

🐦 Twitter (@SterisIMS)

🌐 LinkedIn

📘 Facebook (@STERISIMS Europe)

Quick reference number

Bookings, repairs or quotes

Please call

03452 414747



Head Office EMEA

Rutherford House, Stephenson's Way, Derby, Derbyshire, DE21 6LY.

T: 01332 387100 | W: www.steris-ims.com

E: [Sterisims.enquiries@steris.com](mailto:sterisims.enquiries@steris.com)

As our policy is one of continual improvement, we reserve the right to modify designs without prior notice.