

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.

* Based on our Customer data 2016



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.

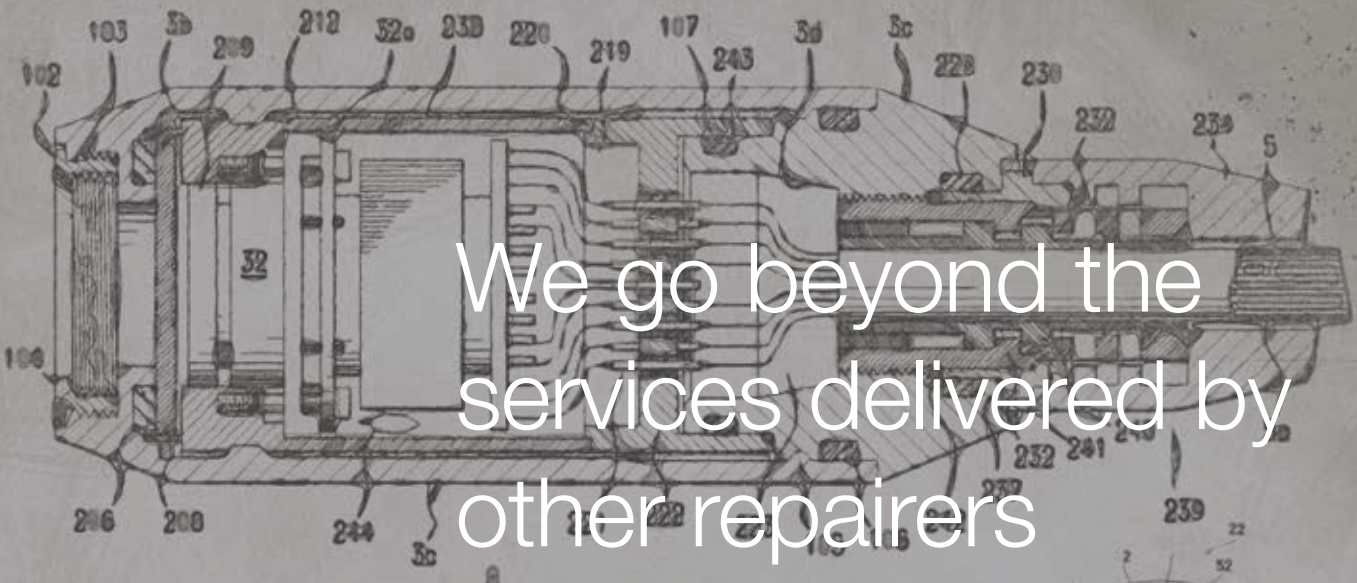
Highly skilled technicians working from our modern UK facilities utilise the latest repair technologies and quality replacement parts - to provide our Customers with the assurance that from the surgeon to our workshops and back again your surgical devices are always in safe hands.

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



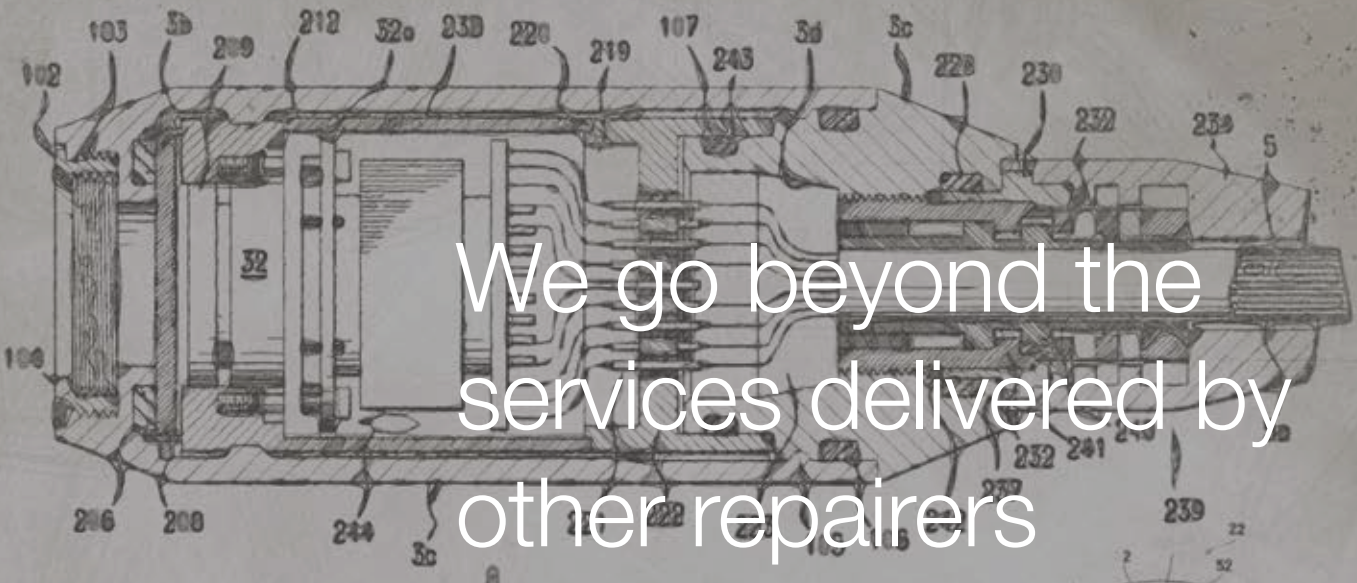
We use bespoke, model-specific replacement parts.

It is essential that the correct specification 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 parameters.



Some models of rigid scopes are manufactured with a formed distal end, which amongst other things ensures illumination fibres point in the correct direction. This can be difficult to replicate. Without the ability to repair these scopes with the correct fibre illumination pattern, the image will have dark areas where the light is unable to reach. Our reverse engineering capabilities combined with our technical expertise means that your repair is undertaken to the exact manufacturer's parameters.

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 not compromising the OEMs device safety and performance characteristics.

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.

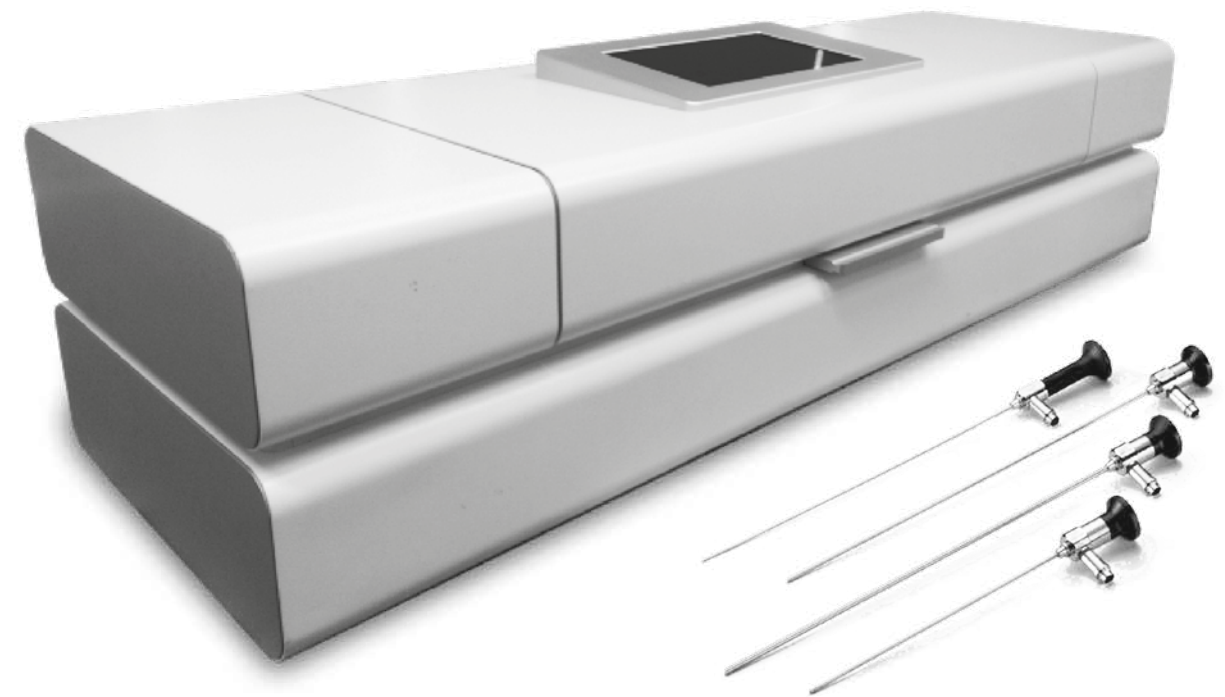
Do you know where your instruments go once they leave your operating theatres?

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.

A recent Quality Assurance improvement of STERIS Instrument Management Services is the use of the Dovidq ScopeControl®

The ScopeControl® allows us to test every scope that comes to us for repair against a benchmark which is used for all brand new scopes.

The data that is captured by the Dovidq ScopeControl® then creates an automated report in a simple and intuitive format for our Customers reference. Our Customers will also be provided with a series of images that have been captured from their scope, during its repair.





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.



Our repair processes and controls are based on ISO 13485 certified Quality Management System. We offer a range of warranties 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.*

* Based on our Customer data 2016



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. Safety 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 manufacture, keeping it in service, while retaining the same safety and performance characteristics. All our repairs come with a range of warranties. Just ask us for details.

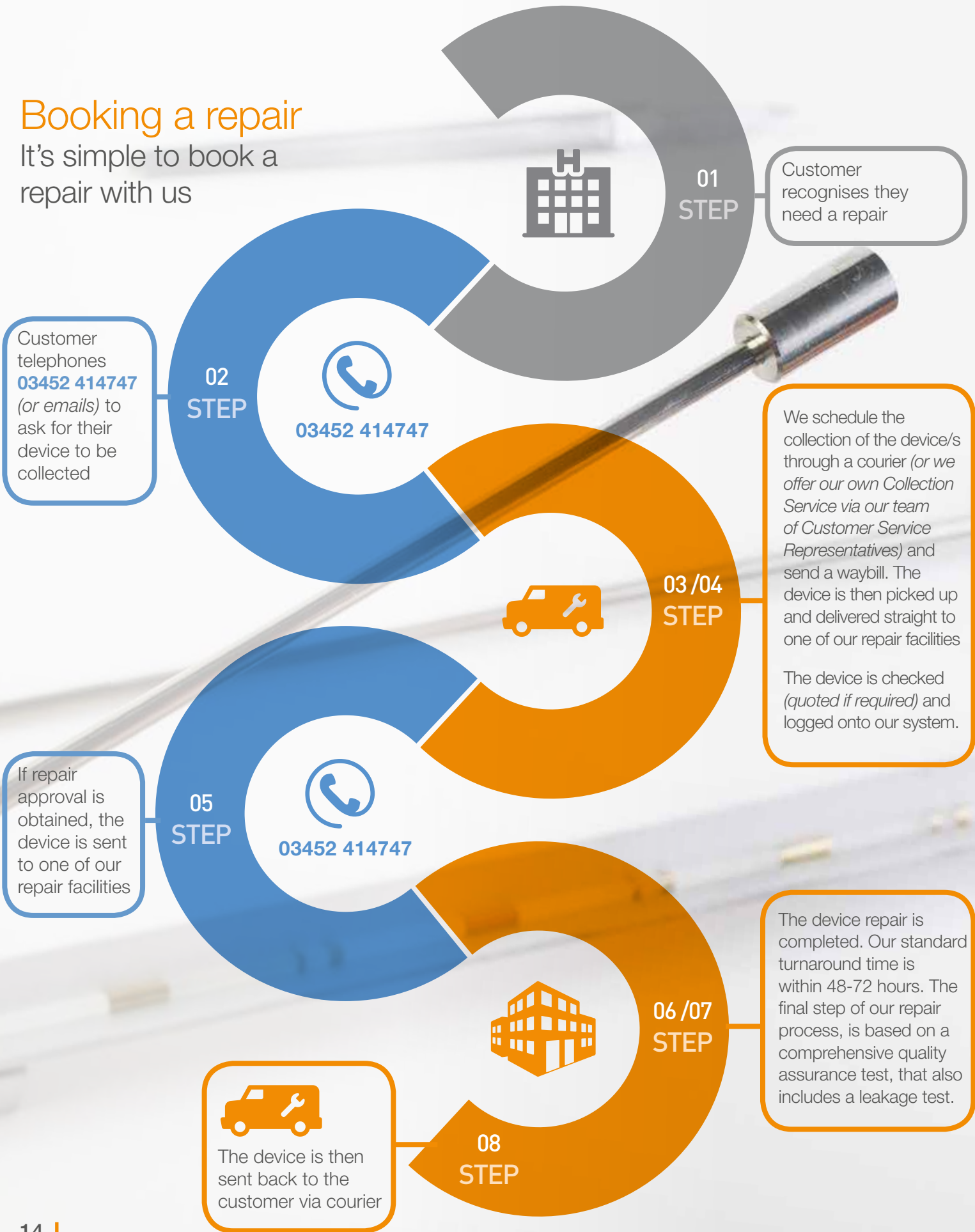
Savings – We can typically offer savings of up to 50% when compared to an OEM repair, and, any repairs we make will not compromise warranties, in fact, we can extend the life of your devices maximising the life of your surgical assets.

Assurance – Our repair centres are UK based. 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
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