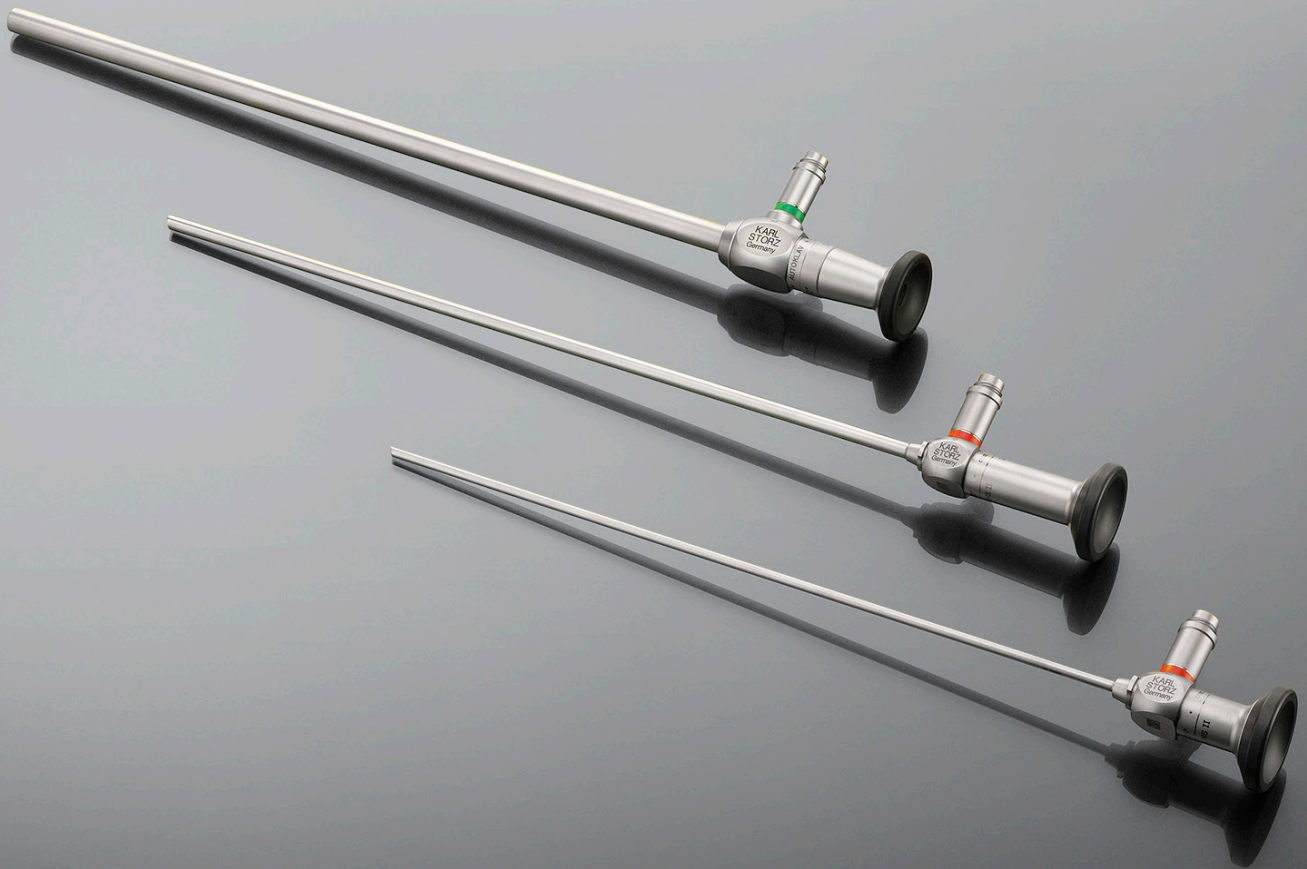


EXCHANGE UP:

THE KARL STORZ SERVICE DIFFERENCE

Elevating the standard repair process



KARL STORZ E-Class® Exchange

Because You and Your Patients Deserve High Quality Standards with Every Service Exchange

STORZ
KARL STORZ — ENDOSKOPE

Elevating the standard repair process

You and your patients deserve endoscopes that meet the same high quality standards and perform as reliably as brand new endoscopes after every service. KARL STORZ E-Class® exchange program was built on that philosophy.



The E-Class® endoscope quality is guaranteed with the **same warranty as new endoscopes**



Service turnaround in as early as **24 HR.**

E-Class® endoscopes are built to new endoscope standard

Our E-Class® exchange endoscopes are built to brand new endoscope quality standards, so you receive best-in-class optics, illumination and deflection every time with KARL STORZ service.

Unlike traditional repair programs, our E-Class® exchange program maximizes efficiencies with hassle-free process and no loaners needed, provides little to no downtime with quick turnaround on exchanges, and lowers long-term costs and total cost of ownership by eliminating the need to repurchase capital equipment.



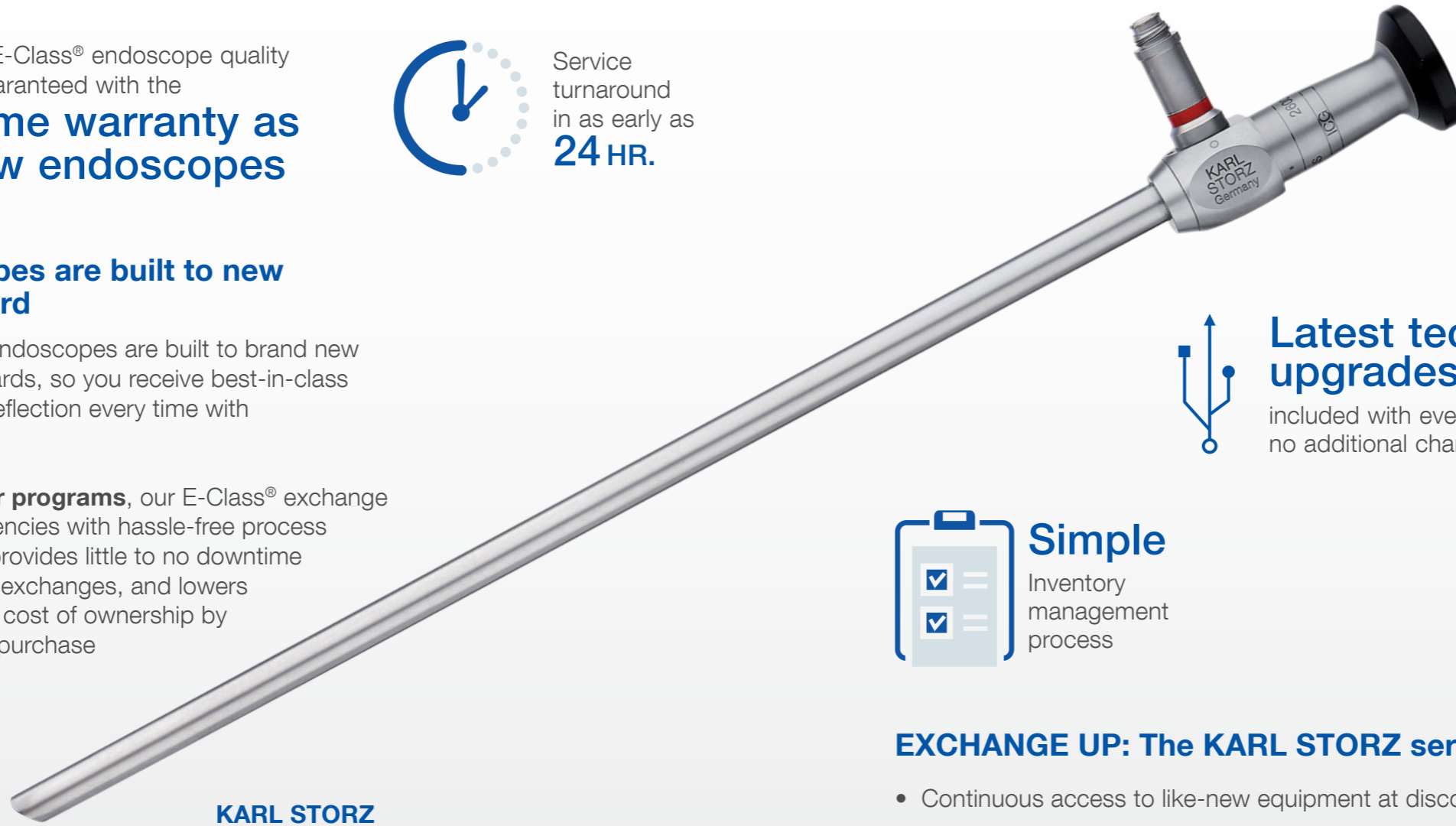
Latest technology upgrades¹

included with every exchange at no additional charge

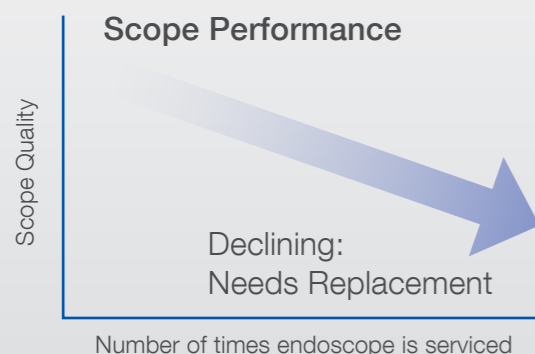


Simple

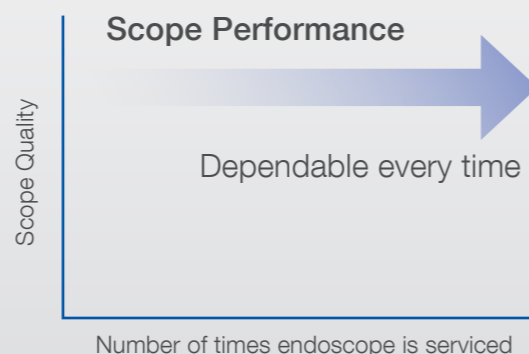
Inventory management process



Non-KARL STORZ Repair Model



KARL STORZ Exchange Model



EXCHANGE UP: The KARL STORZ service difference

- Continuous access to like-new equipment at discounted prices
- Little to no equipment downtime or case delays
- Maximized operational efficiencies and staff productivity
- Protected and extended use life of your investment
- Lowered long-term costs and total cost of ownership

1. Within existing platform

EASE UP: Simple inventory management

With the E-Class® Exchange program, back up or loaner endoscopes are not needed! Eliminate the headache of managing loaners and back up inventory.

4 Steps

vs.

8 Steps

E-Class® Exchange Program

Minimal investment of
hospital staff time

Non-KARL STORZ Repair Model

Higher demand on time for hospital
staff to address repairs

1. Provide KARL STORZ Customer Support with endoscope issue, serial number, and a Purchase Order.
 2. Receive E-Class® Exchange endoscope, and document new serial number.
 3. Print pre-paid return label and ship broken endoscope to KARL STORZ.
 4. Receive and pay invoice for the transaction (if not on a PROTECTION1® service contract).
1. Contact service provider to set up a repair transaction and request a loaner.
 2. Receive loaner from service provider or pull from back up inventory if loaner isn't available.
 3. Package and ship broken endoscope to service provider.
 4. Receive evaluation results from service provider, and approve repair.
 5. Send a Purchase Order for the repair.
 6. Receive repaired endoscope and put it back into inventory.
 7. Locate and ship loaner back to service provider.
 8. Receive and pay invoice for the transaction and loaner, if applicable.

Additional benefits and services

Convenient mobile service solution

Our nationwide Field Service Technicians (FSTs) offer on-site preventive maintenance inspections, perform minor repairs, and provide education to increase your staff's knowledge of proper care and handling of KARL STORZ equipment. Our team is ready and available to support your initiatives to decrease repairs, improve efficiencies and staff satisfaction at no additional cost to you.



FDA compliant

The FDA requires repaired equipment to be brought to OEM specifications. Only KARL STORZ has access to proprietary manufacturing specifications and original parts and technology, guaranteeing compliance with the FDA.

Technical expertise

Our technical support team consists of product specialists who have extensive experience utilizing KARL STORZ products in the operating room, central services and biomedical engineering. We are available 24/7, ensuring your technical product questions are answered competently and quickly.

Depth and Breadth of Our Portfolio

The breadth and depth of our portfolio helps you manage patients through the continuum of care, from diagnosing patients destined for your outpatient facilities to the most complex inpatient procedures.

Accredited clinical education program

The KARL STORZ Academy of Clinical Education (ACE) offers educational programs for your staff on device care and handling, reprocessing, emerging technologies, and service solutions. ACE programs enable OR and SPD staff to earn accredited continuing education units (CEU) through societies such as California Board of Registered Nurses, AORN, IAHCMM and AST.

Customized investment protection

KARL STORZ PROTECTION1® service agreements offer predictability in spend, allow you to plan your service budget ahead of time, and may further reduce repair costs. Through PROTECTION1® service agreements, service can even be combined with an equipment lease in a low monthly payment. We can develop a customized plan tailored to your specific needs.

For more information on KARL STORZ PROTECTION1® service contracts and programs, please contact us at **1-800-421-0837**, or visit the **Service page on www.karlstorz.com**.

Notes

A large grid of graph paper for taking notes, consisting of 20 columns and 30 rows of small squares.

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A large grid of graph paper for taking notes, consisting of 20 columns and 30 rows of small squares.

The logo features the number '75' in a large, bold, blue sans-serif font. The '5' has a white circle in the center, resembling an endoscopic lens. Below the '75', the word 'Years' is written in a blue, cursive script font.

*Shaping the Future
of Endoscopy with you*

STORZ
KARL STORZ—ENDOSKOPE

THE DIAMOND STANDARD

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