

# KARL STORZ Service & Repair

The Right Choice for You and Your Patients



## There's a reason you chose **KARL STORZ**



**For more than 75 years**, KARL STORZ has produced surgical devices of the highest caliber, characterized by advanced manufacturing techniques, rigorous product testing, and demanding performance requirements. We consistently rate high in customer satisfaction, delivering long-term value and enabling optimal patient care.

A critical part of what we offer is **service of our endoscopy equipment** performed by **highly trained technicians** using **original replacement parts**. This ensures that customers can continue to enjoy the same superb performance throughout the life cycle of the product.

## The benefits of KARL STORZ service

**When it comes to service on your endoscopes, the OEM knows best!** Only KARL STORZ's highly trained and certified service technicians have access to proprietary parts and technology, guaranteeing the highest quality repaired or replaced devices while also ensuring compliance with FDA guidelines for repair, cleaning, and sterilization. We don't authorize any third-party repair on our products.

KARL STORZ offers two service models depending on the product: **E-Class® Exchange** or **True Repair**. With either service option, you'll continue to have unmatched visualization and precision throughout the entire product lifecycle.

### Nobody knows our products like we do

- ⊘ We do not share proprietary manufacturing specifications
- ⊘ We do not train outside technicians on our intricate inspection and repair processes
- ⊘ We do not supply original parts and technology to other companies for repair purposes

### Why take a chance on a patient-critical device?

Hospitals need to manage costs like everyone else. Nonetheless, short-term cost-cutting measures can have long-term effects, and often come at the expense of quality, timeliness, and surgeon confidence. For example, relying on a third-party supplier to repair your KARL STORZ products could:

- 1 Affect your ability to clean, disinfect, or sterilize product in accordance with the reprocessing instructions
- 2 Increase downtime and case delays if a loaner or immediate repair is not available
- 3 Increase long-term costs, as repeated repair may cause degradation and result in the need to repurchase product
- 4 Nullify KARL STORZ's indemnification obligations
- 5 Void the product warranty

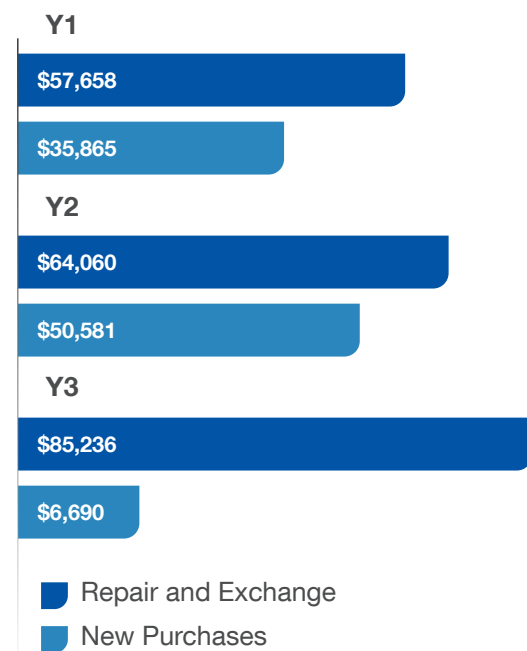


# A closer look

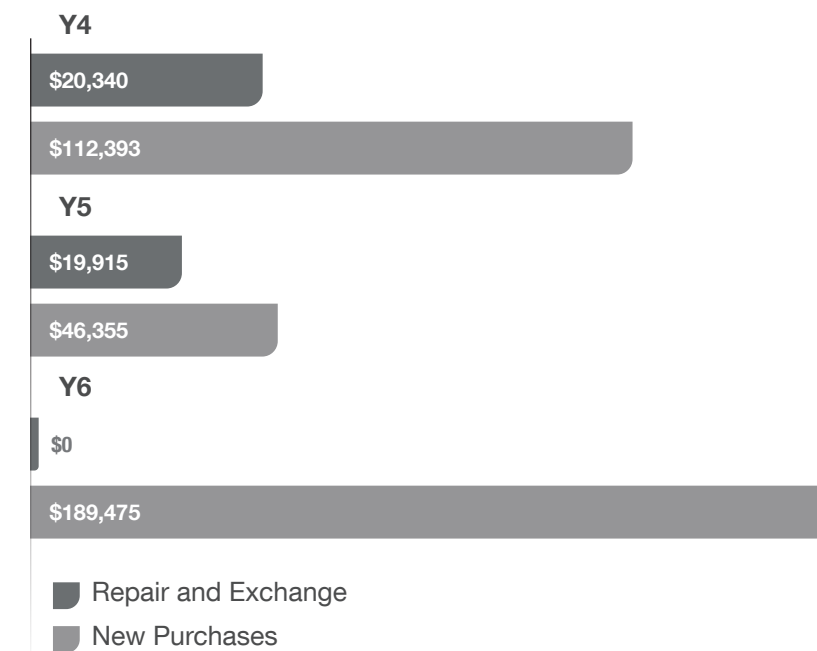
**It's hard to argue with data. Consider these two case studies, which illustrate how KARL STORZ service makes financial sense.**

**A hospital used KARL STORZ** for the first 3 years of service and a third-party provider for the next 3 years. Service costs were measured during both times. Average annual spending in the first 3 years was \$100,031 versus \$129,492 in the next 3 years.<sup>1</sup>

## Y1–Y3 with KARL STORZ



## Y4–Y6 with Third-Party Provider Service

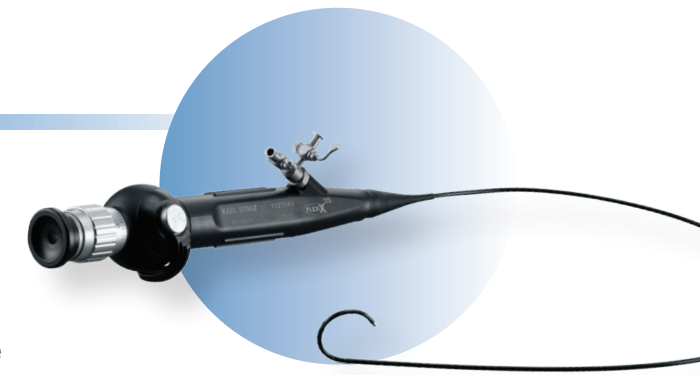


## Increased Spend with Third-Party Provider



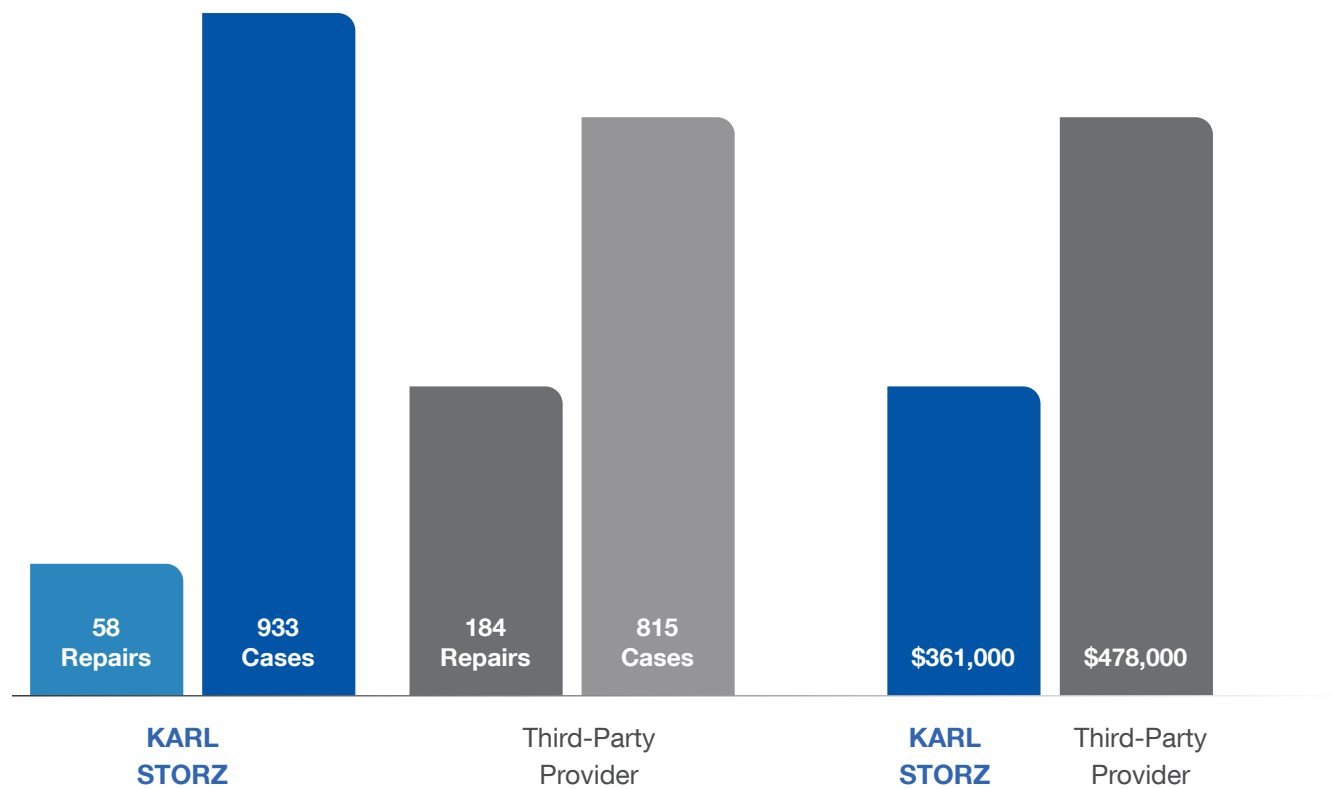
Additional cost: \$29,461 | An increase of 23% per year

**A high-volume institution used KARL STORZ** and a third party to service flexible ureteroscopes. A retrospective collection of data for 3 years—the first 18 months with KARL STORZ service and the last 18 months with a third-party provider—suggests a potential benefit in overall cost for repairs made by KARL STORZ.<sup>2</sup>



## Increased Case Count and Decreased Repairs with KARL STORZ

Operational Efficiency



## Lower Repair Costs with KARL STORZ

Total Costs

<sup>1</sup> KARL STORZ Endoscopic Service and Repair Makes Financial Sense. White Paper, karlstorznetwork1.

<sup>2</sup> Wood K., et al. Flexible Ureteroscope Repairs Using Original Manufacturer Versus Third-Party Company. *Journal of Urology*. 2015;193(4S).

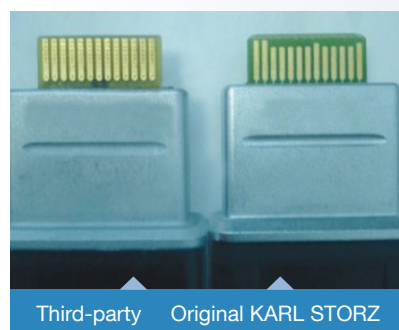
## Performance you can trust

Without adequate training—and without KARL STORZ original replacement parts—**third-party repair companies may not be able to restore a device** to original KARL STORZ specifications. They are not subject to the same FDA oversight as Original Equipment Manufacturers (OEMs). They may inadvertently be making alterations that could affect both form and function. A slight deviation might not be obvious to the untrained eye but could have a big impact on product performance. Third-party repair could also affect your ability to properly clean and sterilize an instrument and ultimately shorten service life, requiring you to purchase new products. That’s never a problem when you choose service from KARL STORZ.

### The difference is in the details



The difference between the third-party shaft and objective assembly (left) and the original KARL STORZ instrument (right) is clear to see. The third-party assembly could degrade the magnification and focus of the image. It may also change the length of the endoscope. Equally important: the seals may not withstand sterilization.



The third-party card edge (left) is noticeably different from the original KARL STORZ component (right). Third-party camera head repairs like this one could have a negative effect on image quality and communication with other devices.

## An easy choice. **The right decision.**

You, your staff, and your patients deserve endoscopes that meet the same **high-quality standards** and **perform as reliably as brand-new devices** after every service. Only KARL STORZ can deliver that, time and time again. When you add up all the benefits of KARL STORZ service and repair:



Convenience of a **single source** for all your equipment needs



Peace of mind with **OEM service and expertise** you can trust



Maximized efficiency with **quick turnaround** and **less downtime**



**Reduced long-term costs** and total cost of ownership



**Increased satisfaction** for surgeons and staff

## It just makes sense

**Talk to your KARL STORZ representative to get started—** and enjoy the confidence and peace of mind that comes from knowing you made the best decision for your entire organization.

More than  
**75**  
Years

*Shaping the Future  
of Endoscopy with you*



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