

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



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



**24 HR.** service turnaround<sup>1</sup>

## E-Class® endoscopes are built to new endoscope standard

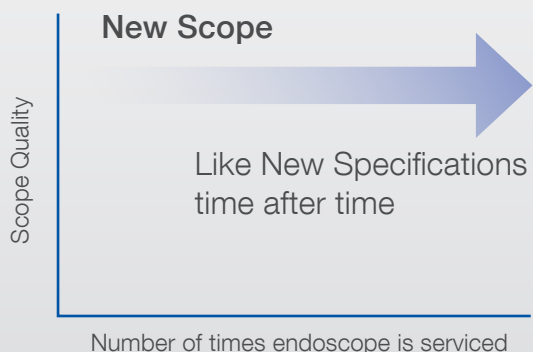
Our E-Class® exchange endoscopes are built to brand new endoscope quality standards, so you and your patients get best-in-class optics, illumination and deflection every time with KARL STORZ service.

Our E-Class® exchange program eliminates the hassle and cost of loaners, minimizes wear and tear damage and the need to repurchase capital equipment in the near future.

### Non-KARL STORZ Repair Model



### KARL STORZ Exchange Model



You and your patients deserve your endoscopes to 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.



## Latest technology upgrades<sup>2</sup>

included with every exchange at no additional charge



## Simple

Inventory management process

### Exchange up: The KARL STORZ difference

- Our field service technicians provide routine preventative maintenance and onsite support at no additional charge
- Dedicated, on-site support when and where you need it
- Customized, consultative business reviews to keep your budget on track
- Incentives for lowering repair rates through our Risk-Share service agreements
- Roll over unused spend to following year with our FLEXPack service agreements<sup>3</sup>
- Service can be bundled into leasing and other financing programs for low monthly payments

1. Pending availability

2. Within existing platform

3. Within contract period

# Simple inventory management

With our exchange service model, back up or loaner endoscopes are not needed! Eliminate the headache of managing loaners and back up inventory.

**5** Steps

vs.

**10** Steps

## **KARL STORZ exchange model**

**Minimal investment of  
hospital staff time**

1. Broken endoscope serial number is documented.
2. Request RMA and E-Class exchange endoscope through KARL STORZ.
3. Receive E-Class® exchange endoscope, serial number is documented and put into circulation.
4. With pre-shipped label, package and ship damaged endoscope.
5. Locate purchase order number to close order.

## **Non-KARL STORZ repair model**

**Higher demand on time for hospital  
staff to address repair**

1. Broken endoscope serial number is documented.
2. Request RMA and loaner through service provider.
3. If a loaner isn't available, pull from back up inventory.
4. Return shipping box arrives from service provider.
5. Broken endoscope is packaged and shipped to service provider.
6. Repaired endoscope is returned, serial number is validated and put back into circulation.
7. Locate loaner which may require searching, opening and inspecting sterile inventory to identify correct serial number.
8. Send open, unused inventory back through reprocessing.
9. Locate RMA for appropriate labeling and ship loaner back to service provider.
10. Locate purchase order number to close order.

## **Additional benefits and services**

### **Convenient mobile service solution**

Our nationwide Field Service Technicians (FST) 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.



### **FDA compliant**

KARL STORZ has exclusive access to GENUINE KARL STORZ proprietary parts and technology. We guarantee compliance with the Food and Drug Administration guidelines for repair, cleaning and sterilization of medical devices.

### **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.

### **Long term asset management equipment specialists**

Onsite Equipment Specialists (OES) serve as an extension of your team – a dedicated resource providing daily Operating Room and Sterile Processing Department support. The OES keeps equipment functioning like new for every patient, every time.

### **Accredited clinical education program**

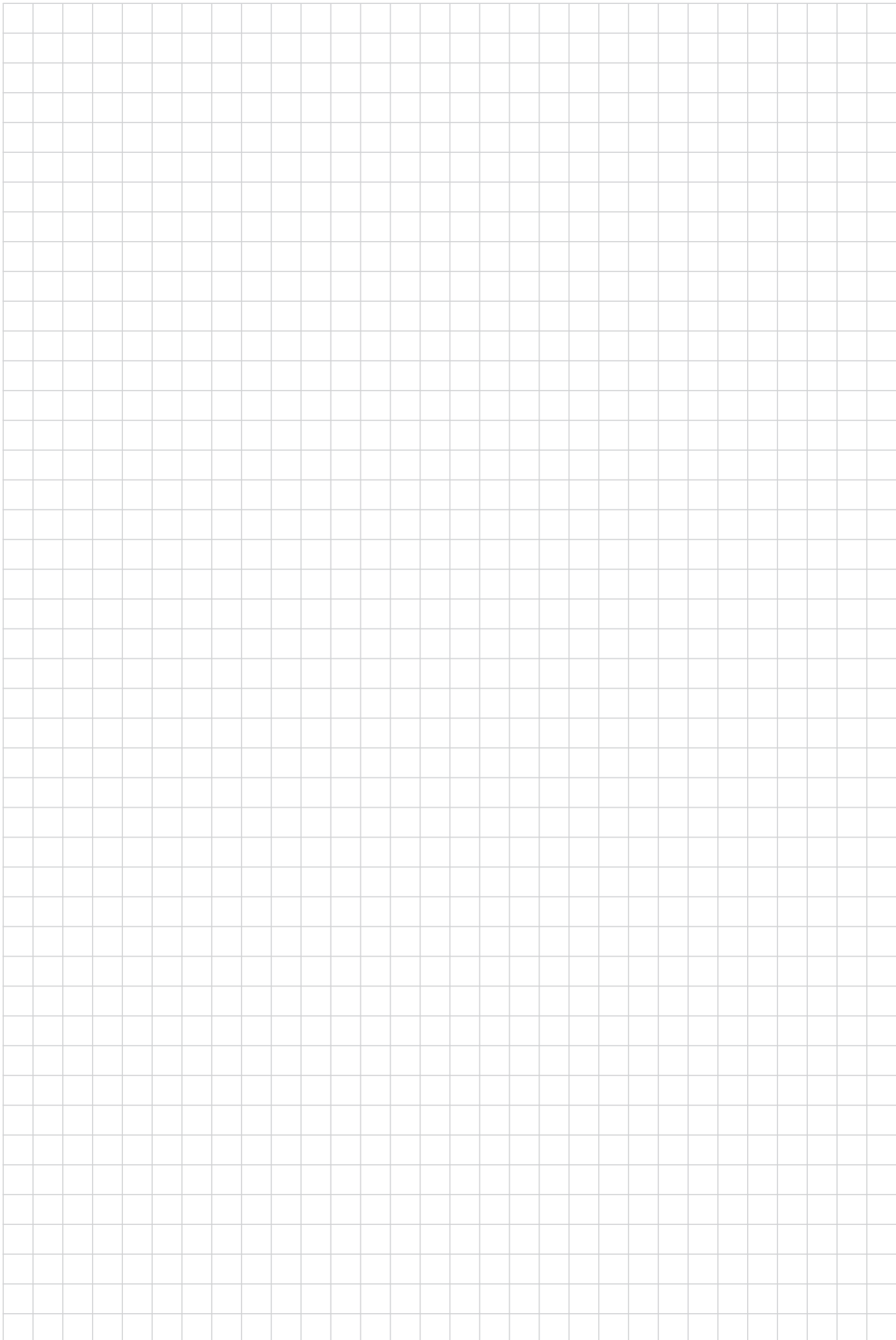
KARL STORZ's Academy of Clinical Education (ACE) offers educational programs for your staff on device care and handling, reprocessing, emerging technologies, and service solutions – at no additional charge. ACE programs enable OR and SPD staff to earn accredited continuing education units (CEU) through societies such as California Board of Registered Nurses, AORN, IAHCSSM and AST.

### **Consultative assessment services**

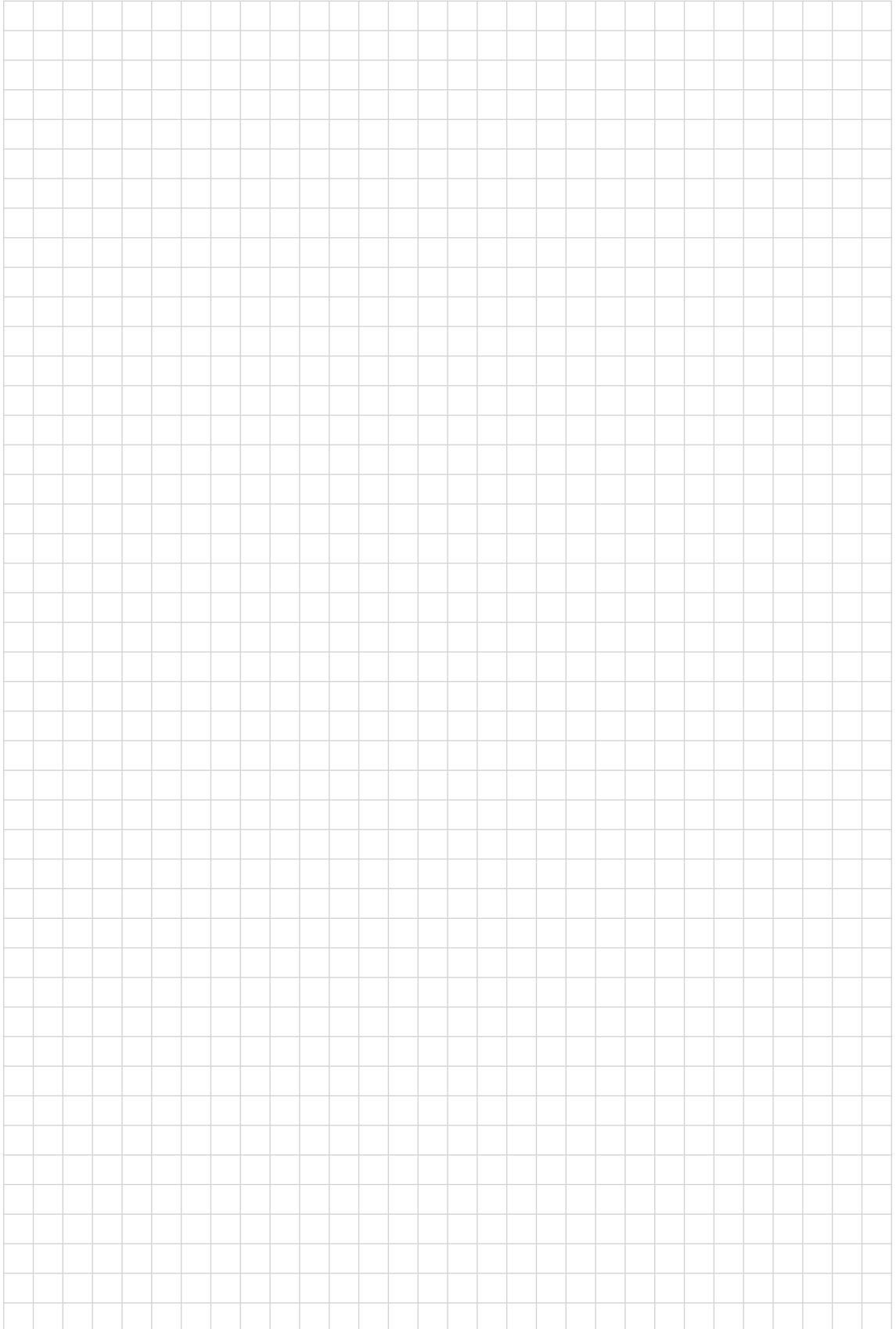
KARL STORZ's highly-trained Strike4ce team of experts observe, evaluate and recommend best practices in your OR and SPD as they relate to the use of KARL STORZ products. Based on the findings from a multi-day assessment, our highly trained Strike4ce team will deliver a detailed report of care and handling practices, repair transaction root-cause data insights and more.

For more information on KARL STORZ PROTECTION1® service contracts and programs, please contact us at **1-800-421-0837**.

## Notes



## Notes





...evolution continues

**STORZ**  
KARL STORZ — ENDOSKOPE

*THE DIAMOND STANDARD*

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