

Highlights 2019

Service



KARL STORZ Manufacturer Service

1) Full Service from a Single Source.....	3
2) The KARL STORZ Service Program.....	4
3) Repair Service.....	6
4) Technical Support.....	12
5) Analysis and Consultation – Added Value for you and your Instruments	13
6) Qualification and Training	14
7) The KARL STORZ Service Contract Concept	15
8) Process Consultation for Reprocessing Medical Products	19
9) Sending in KARL STORZ Products.....	20



Full Service from a Single Source

KARL STORZ offers a full service that meets the highest quality standards and allows our customers to focus on what matters most: The well-being of their patients.

Our products should be precise and enjoyable to use at all times and we would like our customers to be able to fully rely on the usual top quality of KARL STORZ. To this end, we have developed a comprehensive, innovative, and flexible service program to perfectly complement our products that is customized to meet individual customer needs: ENDOPROTECT1.

The new KARL STORZ service portfolio covers any customer wishes – from quick, ad hoc, on-site troubleshooting to comprehensive, regular customer care and expert maintenance.



The KARL STORZ Service Program

The ENDOPROTECT1 service program from KARL STORZ offers threefold protection:

- Protection of the patient against potential safety risks through professional repair service as well as regular safety checks and maintenance.
- Protection of the hospital against instrument hazards and costly downtimes in the OR thanks to the repair exchange program and personnel trained on a regular basis as well as protection of the user thanks to the highest standards of quality for every repair and enhanced operational safety of KARL STORZ products.
- Protection of investments through long-term value preservation thanks to the restoration of the original performance parameters for every repair and the maintenance of full functionality.



Modular – Safe – Economical

ENDOPROTECT1 consists of six service modules that complement one another and meet the varied demands in daily endoscopic practice. The flexible use of the various services provides customers with financial protection and ensures maximum availability of their investments.

The following modules are available:

- Repair service
- Technical support
- Analysis and consultation
- Qualification and training
- Service contracts
- Process consultation

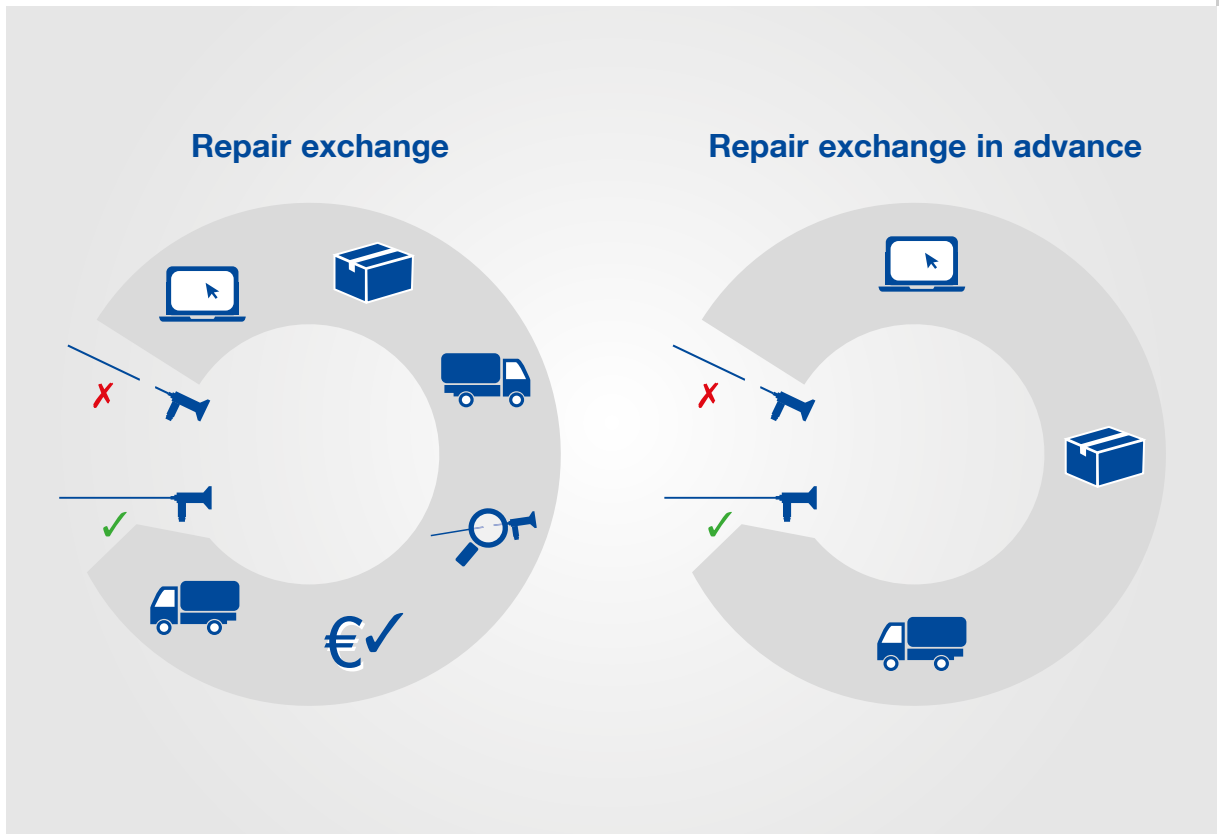


Repair Service

The increasing use of diverse high-technology and high-investment products in everyday clinical routines makes instrument management and maintenance more complex. Moreover, there is great demand for state-of-the-art products and a desire to keep up to date on advances in medical technology.

The KARL STORZ repair service ensures that the original performance characteristics of products submitted for repair are restored thanks to the use of original spare parts and the consideration of manufacturer specifications.

To this end, the repair service offers two options.



Repair exchange:

- After submitting the defective product for repair, the customer receives an original KARL STORZ replacement product within a very short period of time.

Repair exchange in advance:

- The customer receives a replacement product before submitting the defective product for repair.

This program is applicable for all endoscopic equipment (except for speciality goods).



Repair Exchange

Your benefits:

- Maintenance at original manufacturer quality thanks to authorized repair services
- Maximum availability with minimal downtime and reduced costs
- Long-term value preservation
- Products with state-of-the-art technology
- Third-party product exchange
- Exchange of product groups offers flexibility
- Shorter waiting time compared to conventional repair procedures

➔ Seamless service cycle

In this context, we would like to point out that KARL STORZ does not provide original spare parts or manufacturing documents to third-party repair agencies. These companies are therefore not authorized to carry out repairs on KARL STORZ products.



Individual Repair

After submitting the defective product for repair, we will individually repair the specific damage. After careful assessment of the actual damage, the cost of the repair is calculated based on the work involved.

The original performance parameters are restored thanks to the use of original KARL STORZ spare parts.

The repaired product is then returned to the customer.



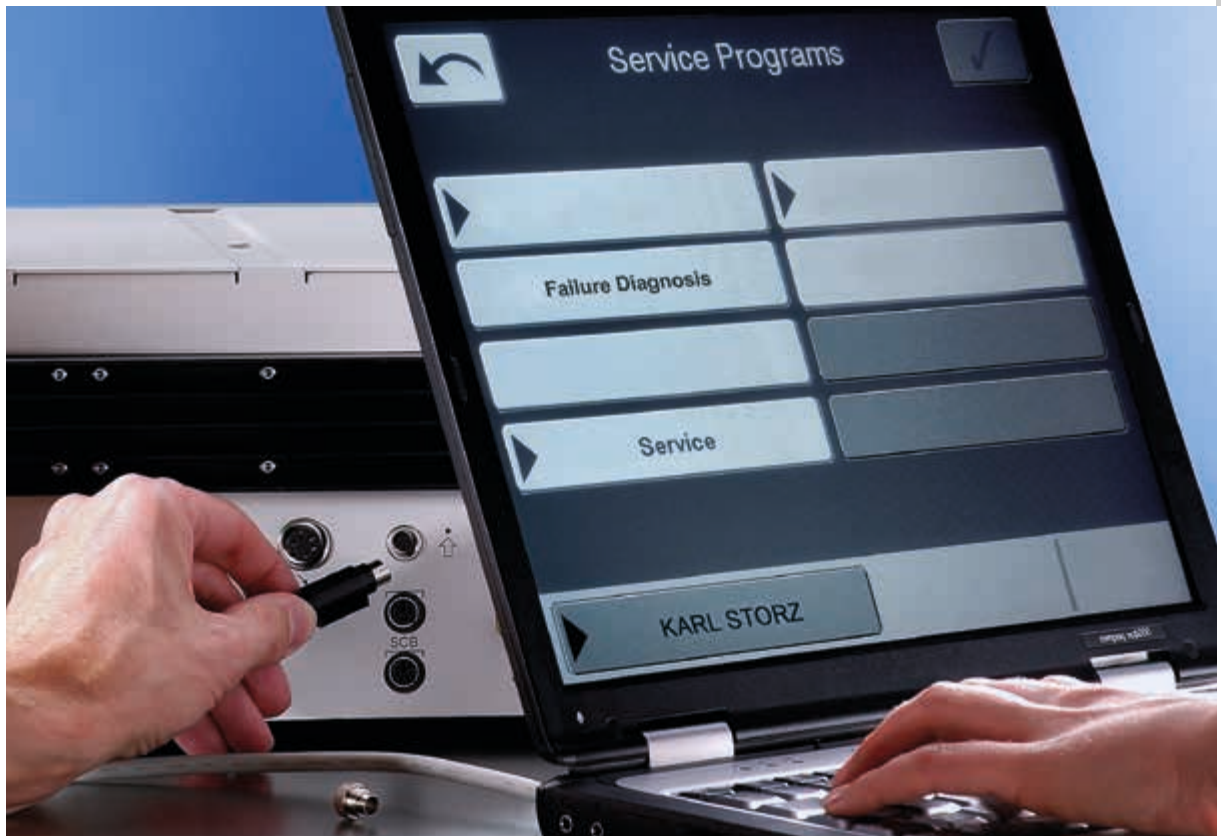
Cost estimates:

- Cost estimates are generated on request. The request must be clearly marked on the papers accompanying the defective returned product.
- It is not possible to provide cost estimates as part of the repair exchange in advance program.

Loaner equipment during repair:

- To minimize downtimes in the OR, we offer loaner equipment for the duration of the repair. Loaner equipment allows work to continue in the OR without any downtime.
- In addition, this service means that the customer does not need to invest in devices for bridging repair periods.

If no identical loaner device is available, KARL STORZ can help find an alternative.



On-site Service

On-site service comprises all employees who are personally available as contacts at the customer's location:

- **Area Sales Manager Service** are the general contacts in the field concerning ENDOPROTECT1
- **Service technicians** are responsible for the maintenance of equipment, the installation/connection of medical facilities and the technical transfer of configured equipment carts
- **Service Van Drivers** support the cross-manufacturer repair process, can perform minor damage assessment on-site and also provide on-site support.



Technical Support

In addition to our on-site service, we also offer customers the following services:

The **Technical Hotline** is the contact for all phone inquiries. In addition to a ticket system, the Technical Hotline uses a knowledge database to ensure high-quality feedback.

The **Technical Back Office** supports the Technical Hotline. The technical coordinators of the back office support the entire lifecycle of KARL STORZ products which are classified into different product groups. The Technical Back Office acts as the link between service, product management, and development.



Analysis and Consultation – Added Value for you and your Instruments

Comprehensive inventory management

To facilitate a smooth workflow in the practice and the OR, it is essential that the right instruments, endoscopes and light cables are ready for use in the right place at the right time. KARL STORZ answers your questions about tray optimization. The process is conducted on three levels:

- **Tray audit:** A function test and an inventory check is performed on your instruments and telescopes, regardless of manufacturer
- **Analysis:** Detailed tray lists and inventories form the basis for comprehensive evaluations and recommendations
- **Optimization:** Joint development and integration of a new, optimized inventory for your instrumentation



Qualification and Training

Training is the basis for the long-term value preservation of endoscopic equipment and for system availability. Ultimately the availability of the endoscopic equipment rises as users have greater knowledge of the equipment.

This training offers the following benefits:

- Confident handling of endoscopes and instruments for their smooth and reliable use
- Ability to identify defects and to determine repairs required
- Information on the proper cleaning, reprocessing, maintenance and storage of instruments
- Basic knowledge about commissioning, safety checks, and maintenance of equipment



The KARL STORZ Service Contract Concept

Flexible contract models – from a single source

KARL STORZ not only provides customers with high-quality products but is also continually searching for ways and means to make work with KARL STORZ products as convenient as possible. KARL STORZ – as your service partner – wishes to relieve you from the burden of non-medical matters and has therefore developed a service contract concept that offers an exclusive service:

- Maximum product availability
- All services from a single source
- The best possible patient safety
- Long-term value preservation of products/investments
- Modular and customized service packages
- Efficient processing (no cost estimate approval required)
- Risks partially assumed by KARL STORZ if above budget
- Complete reimbursement if below budget
- On-site consultation/hotline/training



Service Contracts

Service contract **Basic:**

- Fixed price model for telescopes as an alternative to the damage classification level system
- Repair exchange or repair replacement
- Upgrade to latest product technology
- Third-party product exchange
- Product group exchange

Service contract **Premium:**

- Detailed analysis of the repair volume
- Reduced administrative burden thanks to monthly installments instead of single invoicing
- Risks partially assumed by KARL STORZ if above budget or reimbursement if below budget

We offer the service contract Premium for products with patient contact as well as products used in patient proximity.



Maintenance Contracts

The KARL STORZ maintenance contracts offer you comprehensive support for KARL STORZ equipment and software products to ensure the highest safety, maximum availability, and long-term value preservation:

The **maintenance** of equipment includes preventive maintenance and various tests in order to reduce downtimes and to ensure long-term value preservation.

Software maintenance includes support and maintenance as well as the provision of the latest software updates in order to reduce the risk of malfunctions or system failures to a minimum.

Contract services/contents	Basic	Premium		Maintenance
				
Billing				
Fixed price model for telescopes	✓	✓	✗	✗
Risk assumed if above budget	✗	✓	✓	✗
Reimbursement if below budget	✗	✓	✓	✗
Third-party product exchange	✓	✓	✗	✗
Single invoicing	✓	✗	✗	✗
Annual flat fee for service	✗	✓	✓	✓
Repair services				
Repair in case of damage	✓	✓	✓	✗
On-site deployment of technicians in case of malfunction	✗	✗	✓	✗
Loaner equipment during repair	✗	✗	✓	✓
Repair replacement	✓	✓	✗	✗
Upgrade to latest product technology	✓	✓	✗	✗
Product group exchange	✓	✓	✗	✗
Preventive action				
Annual safety check according to DIN EN 62353 and technical safety check according to § 11 MPBetreibV [German Medical Devices Directive] if applicable	✗	✗	✓	✓
Annual preventive maintenance incl. visual inspection and function tests	✗	✗	✓	✓
Consultation services				
Hotline for consultation and support in technical matters	✓	✓	✓	✓
Servicing and repair reporting	✗	✓	✓	✗



Process Consultation for Reprocessing Medical Products

Only correctly processed medical products are safe

Hygiene is a fundamental component of the entire health care process and, therefore, requires a high degree of professional competence and responsibility from all parties involved. The goal must be to provide suitable procedures for cleaning, disinfection, and sterilization that can be implemented in the daily routine and that take all valid standards and regulations for each individual instrument into consideration.

The focus is on:

- Legal and regulatory requirements for reprocessing medical products
- The safety of patients, users and third parties
- Lowering the status of contamination to unavoidable residual risks



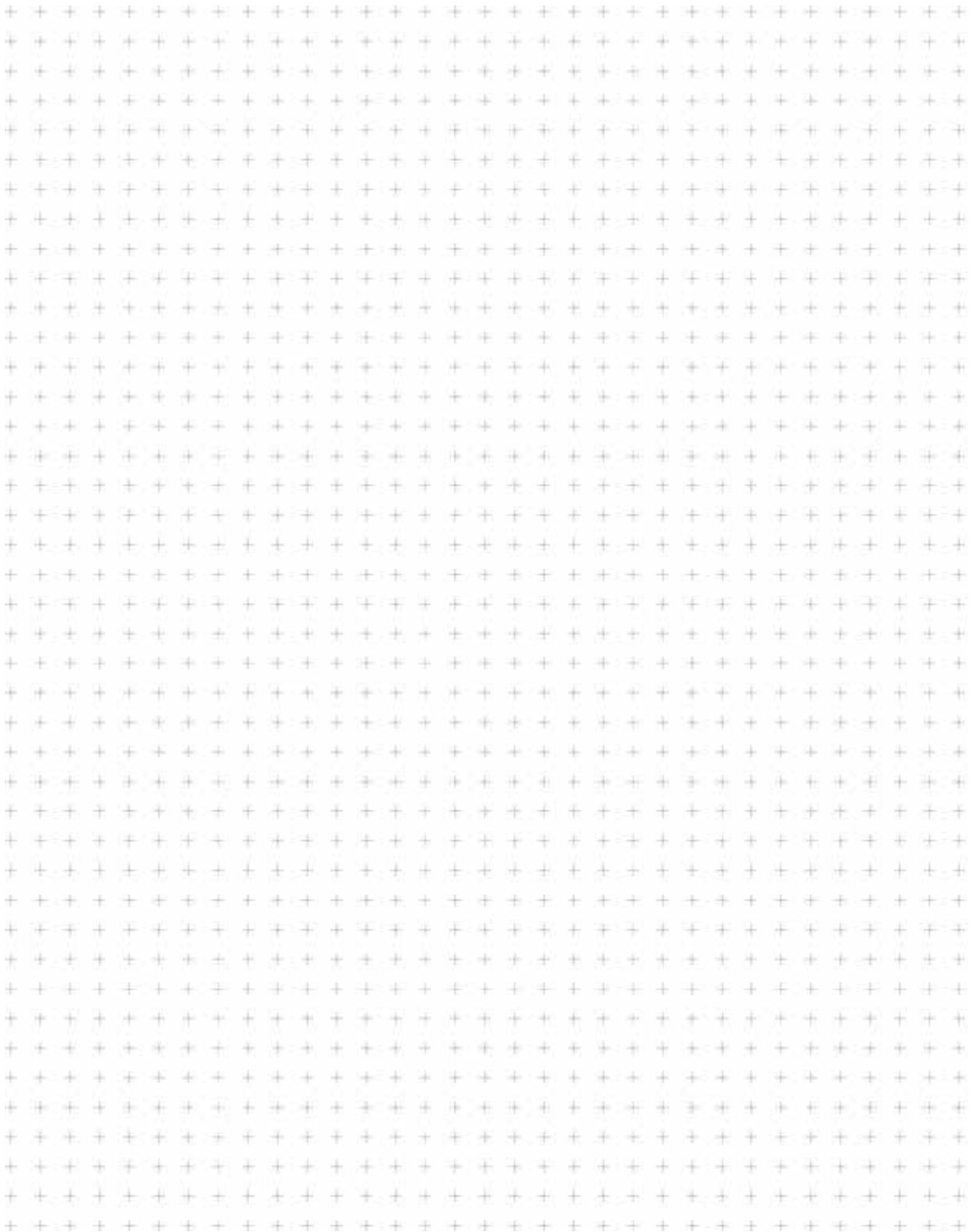
Sending in KARL STORZ Products

In addition to our repair service, we wish to offer our customers the option of submitting defective products to KARL STORZ free of charge.

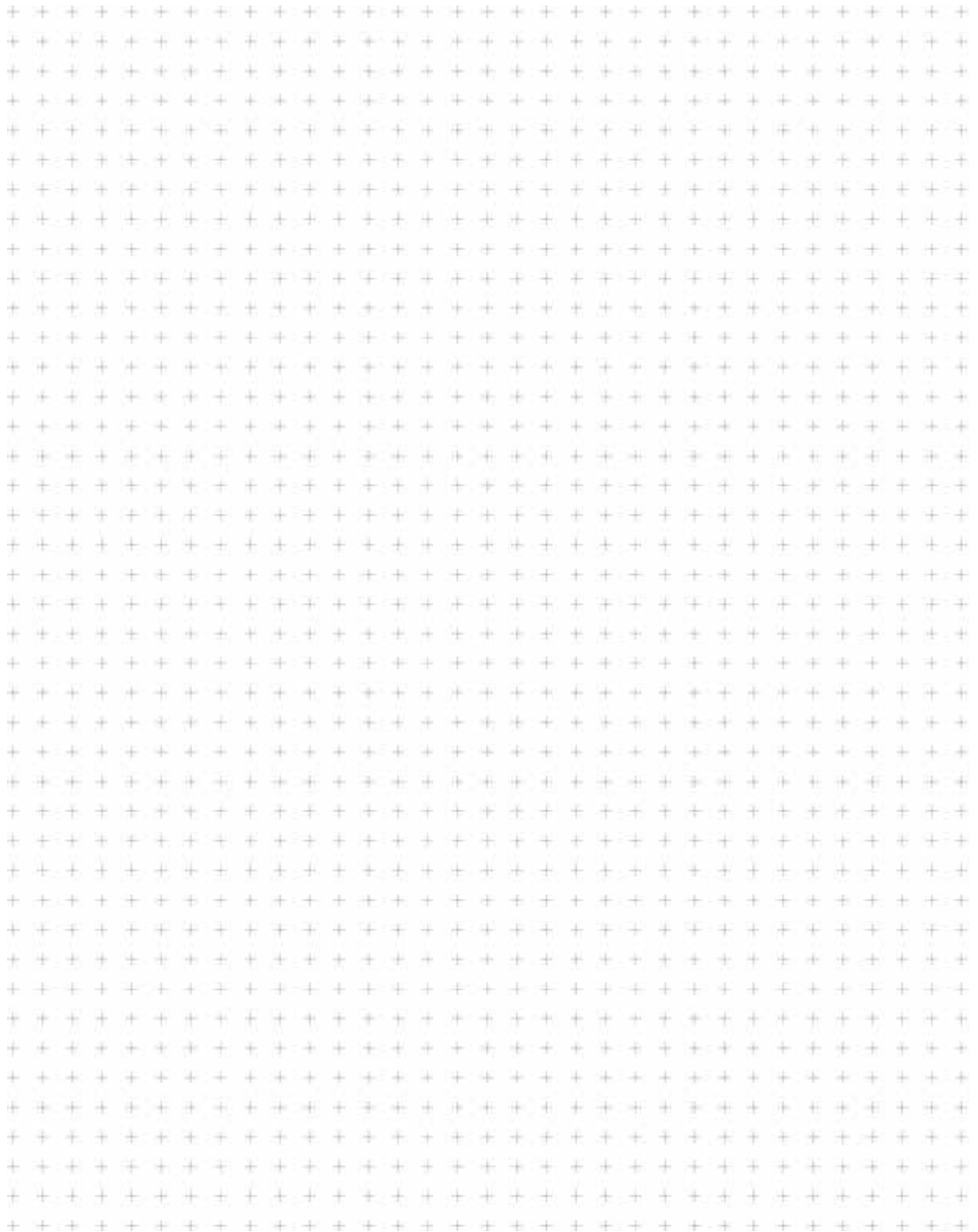
To this end, we have developed a convenient process that allows you to send your products directly to KARL STORZ from the hospital.

A repair and submission form is available on our website.

Notes



Notes



Further information and an overview of SERVICE products from KARL STORZ can be viewed on



www.karlstorz.com
in the section SERVICE

It is recommended to check the suitability of the product for the intended procedure prior to use.



STORZ
KARL STORZ—ENDOSKOPE

THE DIAMOND STANDARD

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