

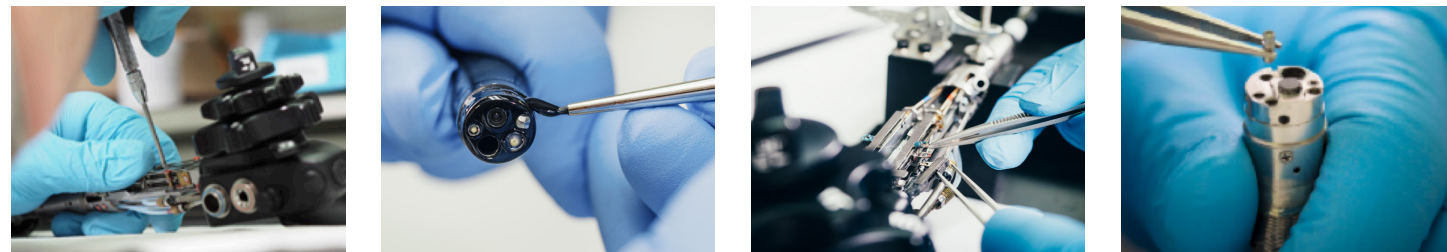


Olympus Service

Beyond What You Can See

Olympus Service

Beyond What You Can See



Performance. Protection. Support. Uptime. All built in.

With Olympus Service on your side, you can see the difference in equipment performance and reliability. But what you can't see is just as important. Adherence to the highest safety standards. Expertly trained service and repair specialists who stand behind every Olympus device that comes their way. And a support system that delivers exceptional cost control, reduces repairs, and empowers you to do more with your Olympus equipment.

At Olympus Service, it's about getting the most from the equipment you've chosen for unsurpassed precision, handling, and image quality. It's about a promise of performance, protection, support, and uptime. It's about all the important things you can see—and all the important things you can't.

**It's about all the important things you can see—
and all the important things you can't.**



**Built in to every serviced product is a commitment to superior performance,
unmatched protection, empowering support, and maximum uptime.**

What you get in return from Olympus Service extends well beyond the medical device you can hold in your hands—built in to every serviced product is a commitment to superior performance, unmatched protection, empowering support, and maximum uptime. This commitment is brought to life with exclusive factory-tested repair protocols, strict safety standard adherence, a convenient worry-free loaner system, and ongoing education and training.

In the end, it means more than quality, more than turnaround time, and more than competitive pricing— it means peace of mind.

Olympus Service

Superior Performance

With two service locations nationwide, including our 80,000 sq. ft. National Service Center West in San Jose, California and our newly constructed 50,000 sq. ft. National Service Center East in Bartlett, Tennessee, Olympus Service is heavily invested in the ongoing performance of your medical devices. At Olympus Service, we hold your equipment to a higher standard, ensuring OEM-quality repairs coupled with industry-leading turnaround times—wherever you're located.

- 500+ factory-trained technicians using OEM parts and processes
- Large-scale factory environments with today's most advanced repair capabilities and processes
- Exclusive factory-tested repair protocols validated to meet original manufacturing specs
- All repairs FDA Regulated and subject to FDA audit and inspection



National Service Center West
San Jose, California



National Service Center East
Bartlett, Tennessee

NEW

Ensuring OEM-quality repairs coupled with industry-leading turnaround times—wherever you're located.

Rapid Repair Turnaround

Procedural delays caused by out-of-service equipment are not something you can afford. With this in mind, Olympus Service offers industry-leading turnaround times, with the largest selection of temporary and on-site loaners available to keep you up and running with little to no disruption.



Lasting Reliability

As the original equipment manufacturer (OEM), Olympus Service preserves and duplicates the proprietary Olympus technology that is built in to all of our products.

When you get a repaired device back from us, it's been restored to its original operational state, ensuring ongoing reliability and like-new performance that is guaranteed to last.



At Olympus Service, we hold your equipment to a higher standard.

Olympus Service

Unmatched Protection

As we work to continually exceed customer expectations, Olympus Service ensures an unmatched level of product compliance and cost-effectiveness. Our commitment to higher quality and safety standards means better control, better value, and better protection.



FDA Regulation: All Olympus Service repairs are FDA Regulated and they comply with the FDA's quality systems regulations for repairs. All repair parts used by Olympus Service are OEM components, and are subject to FDA review and clearance. These OEM parts are compatible with your equipment and help maintain optimal performance. Olympus Service is both FDA Regulated and ISO 13845* Certified.

Reprocessing Validation: If a device is repaired and modified by an organization outside of Olympus Service, Olympus can no longer validate that it can be reprocessed as designed, and the instructions in the official product manual are no longer valid.

The Olympus OEM Difference

Olympus makes every effort to help ensure product safety and reliability throughout the equipment's lifetime.

It is important to understand the differences that separate Olympus from third-party repair companies.

| | Olympus | Third-Party |
|----------------------------------|--|--|
| Parts, Materials and Tools | Repair parts, materials, adhesives and tools are from the OEM guaranteeing compatibility of repair parts | Does not have access to OEM parts, materials, adhesives or tools |
| Repair Processes | Repair processes are consistent and regulated and compliant with FDA to ensure product repairs maintain continuity with FDA's 510K approval | May not comply with or follow OEM repair processes. Repairs with modifications may not maintain continuity with FDA's 510(k) clearance |
| Repair Experience & Training | Technicians are formally and regularly trained on OEM standards | Not trained by the OEM and do not have the latest up to date training. May not be able to repair new technology |
| FDA Regulation | Quality system subject to routine audits and inspections by FDA | Not audited and inspected by FDA |
| Reprocessing Validation | Rigorous testing program to validate both compatibility of our instruments with specific reprocessing methods and agents as well as the efficacy of such methods for reprocessing the device | Repairs with modifications to Olympus endoscopes by third-party may not be validated for reprocessing efficacy. |
| Repair All Models | Can perform all repairs on all of Olympus equipment | May not be able to repair all Olympus models and perform all levels of repair for particular models |

*San Jose repair facility



Cost Control

Olympus Service provides the most cost-effective way to keep Olympus equipment performing like new, including fixed costs and a variety of flexible service agreement options.

Keep your equipment running at peak performance—maximizing uptime, improving procedural efficiency, and helping control costs.

- **One Vendor:** Olympus Service can perform all repairs on all Olympus equipment.
- **Predictable Fixed Service Costs:** No extra or unexpected repair charges.
- **Expense Reduction:** Comprehensive service agreements that eliminate the risk of excessive repair expenses and even costlier downtime. Quality repairs done right the first time can lead to less repairs over the long-term.
- **Uptime Protection:** On-site loaners available for qualified service agreement customers.
- **Additional Savings:** Combine Olympus product purchases with service for additional discounts.
- **Leasing Options:** Service can also be cost-effectively combined with product leasing programs

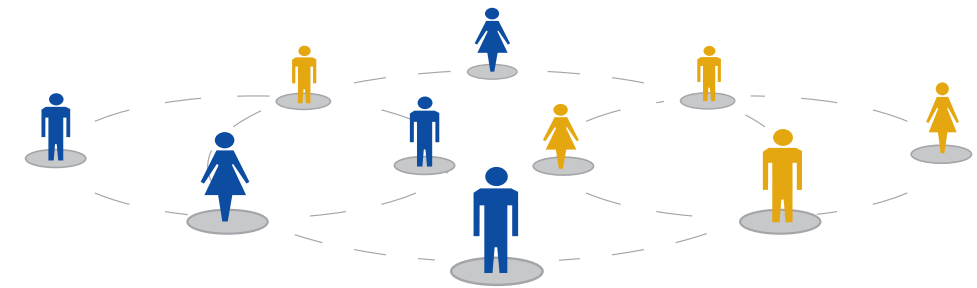
Whichever service agreement you choose, whatever devices you rely on most, Olympus Service is guaranteed to keep your equipment running at peak performance—maximizing uptime, improving procedural efficiency, and helping control costs.

Olympus Service

Empowering Support

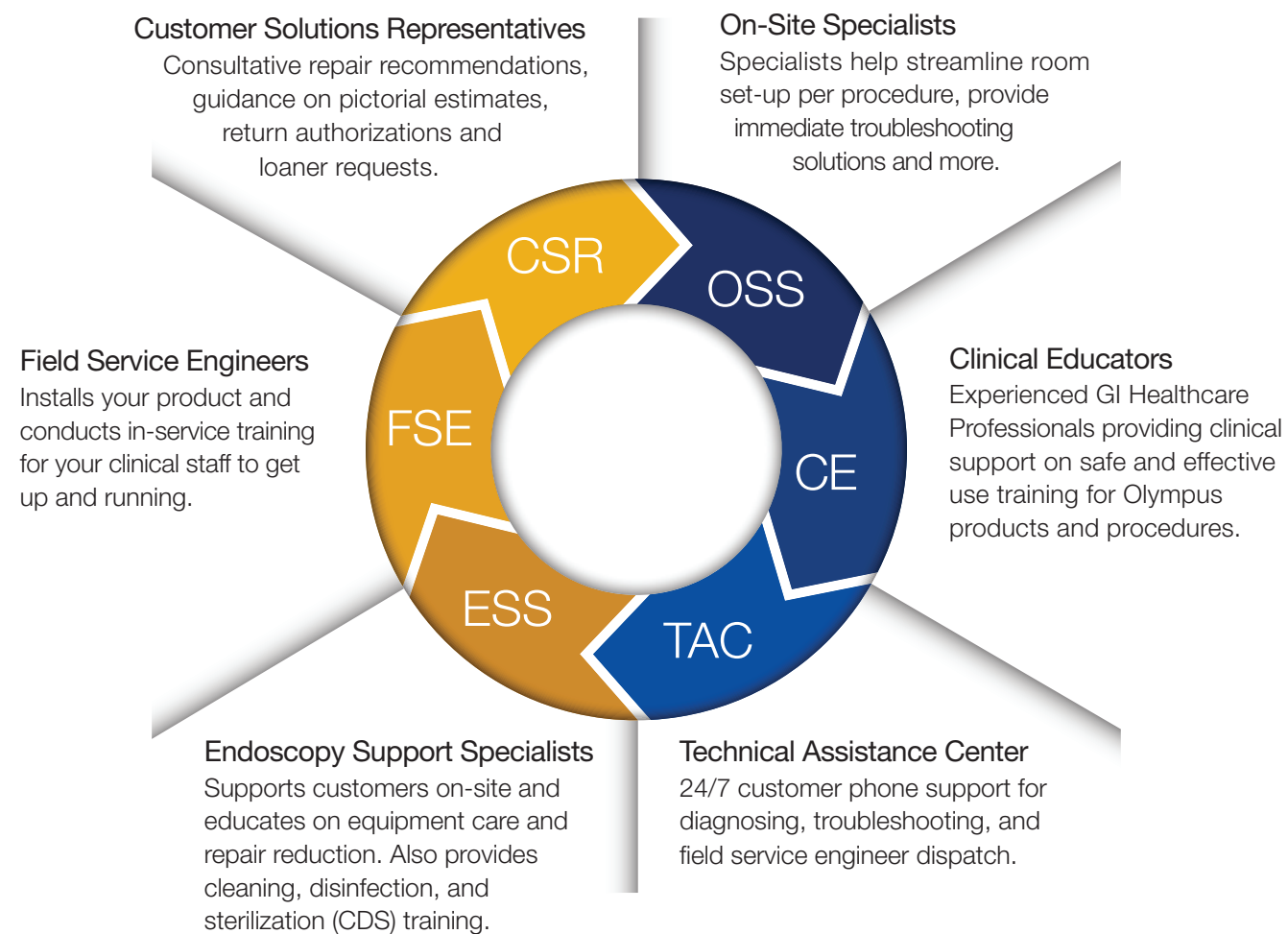
When you choose Olympus Service, you can expect superior product performance, an unwavering commitment to safety, and effective ways to control your costs. But you can also expect support that empowers you to do more.

The benefits of Olympus Service don't stop with equipment repair—our committed team of highly trained support specialists are changing the perception of what a service provider can be, with ongoing customer training, live technical support, a worry-free loaner system, and a variety of education programs.



Expect support that empowers you to do more.

Empowering Resources



Empowering Programs & Services

Worry-Free Loaners

To keep you up and running with minimal disruption, Olympus Service offers the industry's largest selection of temporary loaners, including on-site loaners for qualified customers. All Olympus models are available.

On-site Support & Training

Endoscopy Support Specialists are located in the field and are dedicated to on-site customer support. Services include educational visits, repair reduction training and care and handling in-services.

Service Business Reviews

To keep your equipment and organization running as efficiently and cost-effectively as possible, Olympus Service offers regular formal Business Reviews that include repair reduction evaluations, inventory and asset analysis, repair trend analysis, and more.

Olympus University

Olympus Service's unique Olympus University program is geared toward nurses, reprocessing technicians and biomed. Many of the OU courses are available for nursing contact hour continuing education credit. Live courses across the United States, sponsored webinars, and certificate courses for reprocessing and endoscope training are offered.

Service Seminar

The Olympus Service Advantage Seminar and National Service Center Tour provides an opportunity for current and potential service customers to experience the Olympus Service advantage first-hand. The seminar is designed for individuals who are interested in Olympus repair and service offerings and repair reduction of flexible and rigid endoscopes.

Online Repair Tracking

The Olympus Service Web Portal provides 24/7 repair tracking and more. Track the status of your repairs, submit service orders, view repair histories, monitor your equipment inventory, and take advantage of pictorial estimates.

Olympus Service

Comprehensive Coverage

To ensure that your product protection best matches your needs, Olympus Service offers flexible service agreements as well as additional specialty agreements and support programs.

**It's about more than equipment. It's about more than repairs.
It's about peace of mind.**

Full Service Agreement

The most cost-effective way to keep your Olympus equipment performing like new. Under a Full Service Agreement, a fixed annual price covers any and all equipment repairs including accidental damage, with no cap for all contracted equipment.

Shared Risk/Reward Service Agreement

Maximizes your repair budget and your equipment uptime. This plan provides many of the same benefits as a Full Service Agreement while offering shared savings for unused repair spend. Ideal for facilities with a predictable repair spend or a lower repair spend due to effective equipment care and/or infrequent equipment use.

Fee for Service Agreement

Created for customers who prefer to “pay as they go,” our Fee for Service Agreement offers guaranteed savings over list price without a fixed payment schedule.

Specialty Agreements & Support Programs

Keep your software running smoothly with our specialized support and maintenance programs including 24/7 support, remote and on-site support and software updates and enhancements.

- ENDOCAPSULE Support & Maintenance Agreement with Equipment Protection
- Knowledge Exchange (KE) Support & Maintenance Agreement
- Unifia Support & Maintenance Agreement



A commitment to superior product performance. An unmatched level of safety compliance and cost control. A customer support system that empowers you to do more. Service agreements designed around the way you run your facility.

With Olympus Service, it's about more than equipment. It's about more than repairs. It's about peace of mind.

For more information, contact your Olympus sales representative, or call 800-848-9024.
www.medical.olympusamerica.com

Olympus offers flexible service agreement options so that you can choose one that best meets your facility's needs - or multiple agreements if you require different service coverage for select assets.

| | Service Agreements | | |
|--|--------------------|----------------------------|-----------------|
| | Full Service | Shared Risk/Reward Service | Fee for Service |
| Core Programs | | | |
| ■ No cap on service and repair | Included | | |
| ■ Repair coverage up to 120% of contract value / 80% rebate of unused value | | Included | |
| ■ Discounted service on demand (must commit all repairs to Olympus, one-year minimum) | | | Included |
| Accidental Damage Coverage | Included | Included | |
| Warranty Coverage | | | |
| ■ Extended warranty on endoscope repairs | 12 months | 12 months | 12 months |
| Uptime Protection | | | |
| ■ Temporary loaners* | Priority | Priority | Standard |
| ■ On-site backup endoscopes (GI customers only) | Included | Included | |
| ■ Olympus Uptime Guarantee (next-day replacements guaranteed for eligible surgical products; only actual repair costs count toward contract consumption) | Included | | |
| Education & On-site Support | | | |
| ■ Educational visits, repair reduction and care and handling in-service training conducted by Endoscopy Support Specialists** | Included | Included | Limited |
| ■ Periodic business reviews and repair consumption and trending reports** | Included | Included | |
| ■ Olympus University® training (visit olympusuniversity.com for complete details) | Included | Included | \$500 credit |
| ■ On-site repairs (as applicable during preventative maintenance; performed on software and reprocessing equipment only) | Included | Included | Discounted |
| Repair Turnaround & Shipping | | | |
| ■ Next-day shipping (both directions) | Included | Included | Optional |
| ■ Second-day shipping (both directions) | | | Included |
| ■ Preapproval of all repairs (Fee for Service is a maximum of \$5,000) to expedite repair turnaround time | Automatic | Automatic | Optional |
| Technical Assistance Center | | | |
| ■ 24/7 technical phone support | Included | Included | |
| ■ Standard technical phone support (Monday – Friday, 7 AM – 8 PM EST) | Included | Included | Included |

Olympus Financial Services are available for Full Service and Shared Risk/Reward service agreements. Service for software products are not included in offerings listed above and require a separate service agreement. *Temporary loaners are prioritized for customers with a Full Service or Shared Risk/Reward service agreement **Scheduled or provided as needed

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