

Myth vs Reality

Answering common queries
about third party repair services
for endoscope repairs



WE ALL HAVE AN
ETHICAL DUTY
TO REFURBISH
OUR MEDICAL INSTRUMENTS



OLYMPUS

Do you hesitate to use third party endoscope repair services due to concerns about liability, regulatory compliance, and quality standards? Many of these concerns are based on outdated assumptions or misconceptions.





This publication addresses the top 10 myths surrounding third-party repairs, demonstrating how properly certified repair services can deliver safe, compliant, and cost-effective solutions while maintaining the highest clinical standards.



Proud to
be a British
Manufacturer
& Repairer

Myth 1

Liability falls solely on the hospital if scopes are sent to a third party

Reality:

The MHRA allows third party repair provided the hospital completes due diligence, as outlined in Section 8 of Managing Medical Devices. Surgical Holdings is ISO 13485 certified, carries its own liability insurance, and offers full traceability, documentation, and testing.

Myth 2

Third party repairs invalidate the manufacturer's warranty

Reality:

Most scope damage results from user handling and is not normally covered by any OEM warranties. We repair to OEM equivalent standards, take full responsibility for our work, and provide an 18 month workmanship warranty.

Myth 3

Third party repair invalidates the CE mark

Reality:

CE marking indicates regulatory compliance, not quality, and is unaffected by routine servicing or like for like repairs. We follow OEM specifications, use compatible parts, and verify performance using both internal testing and Dovideq Scope Control reports.

Myth 4

Third party repair invalidates the IFU for disinfection

Reality:

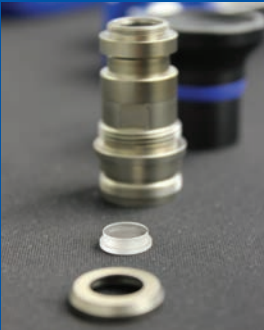
Our repairs preserve original geometry, seals, and material compatibility, ensuring the IFU for cleaning and sterilisation remains valid. As scope manufacturers, we validate our processes and provide justification for repaired reusable scopes.

Myth 5

Biocompatibility is compromised

Reality:

We only use medical grade, biocompatible materials from approved suppliers. All parts undergo a biocompatibility risk assessment under our ISO 13485 system.



Eye piece broken down



Lens system on a rail



Myth 6

Parts are inferior

Reality:

We use precision engineered components from approved suppliers under strict quality control. Our UK facility ensures full traceability, batch control, and ISO compliance. We welcome customer visits to our repair laboratory and suggest customers visit any repair facility that they are either using or thinking of using to make an objective comparison.

Myth 7

Third party repairs are inferior

Reality:

Poor quality repairs exist, but our skills, OEM grade parts, and resources ensure consistently high standards. Many OEMs do not offer repairs at all, instead pushing for significantly more costly repair replacements.

Myth 8

We must follow OEM instructions on scope repairs

Reality:

Hospitals own their scopes and can decide who repairs them. OEM recommendations are not binding, if regulatory compliance is maintained.

Myth 9

Replacing scopes is better value and greener

Reality:

Our solar powered workshops and targeted part replacement significantly reduce environmental impact. In our endoscope repair lab an average repair replaces 25% parts whereas Repair Replacement endoscopes inevitably replace all of the parts. Repairing therefore saves resources, carbon cost and, importantly in today's Hospital environment, money. It also supports skilled apprenticeship training in our UK facilities. We also offer free CPD accredited training module with certification, for quality checking to prevent breakage.

Myth 10

All ISO 13485 certificates are the same

Reality:

A UKAS approved ISO 13485 is essential, but certification by a medical device notified body offers higher assurance. Surgical Holdings is certified by SGS, including unannounced audits, for added regulatory confidence.

Surgical Holdings offers comprehensive ISO 13485 accredited endoscope repair services for all major rigid endoscope brands, restoring them to original manufacturer specifications using brand-new, fully traceable parts. All repairs come with an 18-month guarantee.

Our in-house re-fibre service uses high-quality German glass fibre and medical-grade materials. We provide personal collection and delivery, proactive management services, and comprehensive auditing.



**18 MONTH
GUARANTEE
ON REPAIRS**



**ISO 13485
ACCREDITED
BY SGS**



**OEM
EQUIVALENT
STANDARDS**

**Get in touch to discuss your
endoscope maintenance needs**

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