



Repair and Refurbishment

Instruments, Endoscopes and Power Tools

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If you have any questions about the issues raised in this booklet, please contact your Surgical Holdings representative for more information on +44 (0)1702 602050



This booklet has been compiled to help theatres, sterile services and medical engineering departments manage and care for surgical instruments in a cost effective way, to ensure patients receive the highest level of care and surgery.

Surgical Holdings' is a family business, and the repair workshop is based in the instrument manufacturing facility in Southend-on-Sea, close to London and 5 minutes from Southend Airport. We are accredited to ISO 13485.



We understand that problems with instrumentation including breakages, incomplete or out of service can be expensive and cause frustrating delays. This guide will provide some useful solutions to help best manage these valuable products, and help prevent unnecessary expenditure.

Instrument Repair

Instruments are repaired to BS5194 where possible, OEM specification in accordance with the recommendations laid out in MHRA 'Managing Medical Devices,' ensuring CE marking remains valid.



REPAIRED

High quality materials are used, providing full traceability as every part is recorded. Replacing instruments is avoided wherever possible.



TESTED

Independent testing helps benchmark repairs against industry standards.



UPCYCLED

If an instrument is not to our high standards or we can't repair it, we will replace it with a brand new one for the cost of a repair*. This ensures continual upcycling of your trays.



MARKED

Instruments can be laser marked, encoded and GS1 2D matrix marked at the same time as a repair.



ACCREDITED

Repairs are ISO13485 accredited.



GUARANTEED

Customers receive an industry leading 5 year warranty as standard on all instrument repairs.



INSURED

We carry full product, professional liability and transit insurance.



DELIVERED

Standard turnaround times are 1 week, an express 2 day service is available.



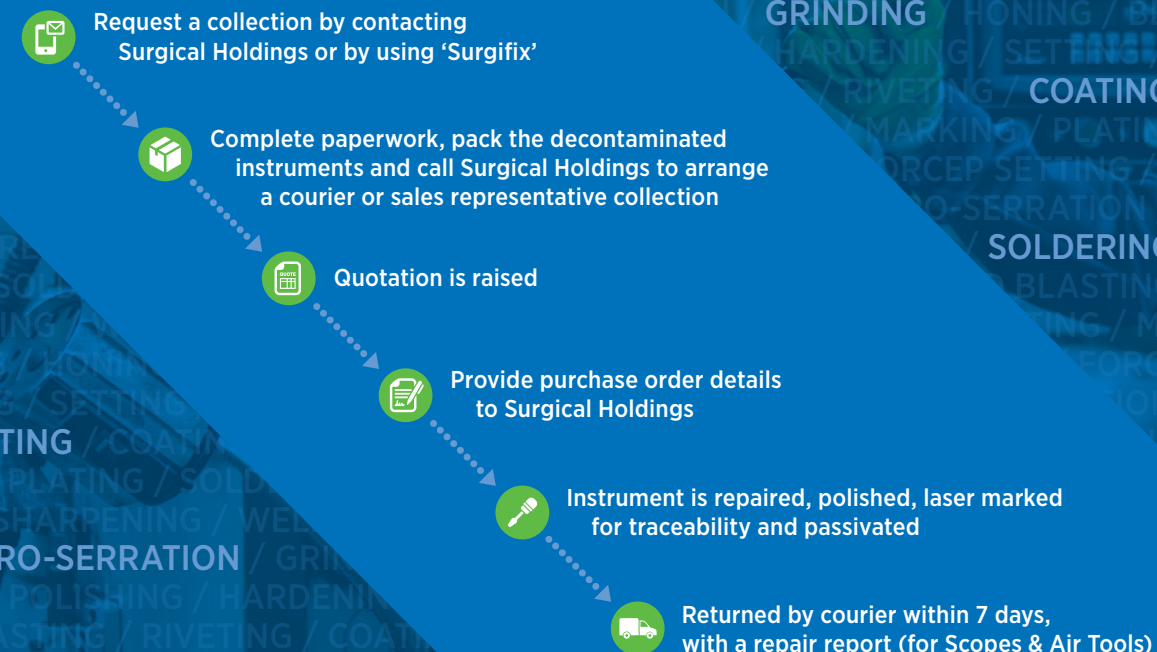
Our instrument technicians carry out a minimum apprenticeship of 5 years and are trained to manufacture instruments rather than simply repair them. This gives us 360 degree understanding of the challenge and the importance of correctly functioning medical devices.

*Applies to selected instruments only, please get in touch for full details.



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The Repair Process



Our expertise means that instruments can be modified or remanufactured if required. Customers can also receive training, participate in factory visits or simply call their local representative for guidance with instrumentation or management.

Instrument Refurbishment

Refurbishing
instruments
can save up to
80%
of the cost of buying new,
with compelling evidence to
demonstrate effectiveness

Independent research¹ showed that instruments refurbished by Surgical Holdings had a 4x reduction in the amount of residual protein.

The smooth and polished surface has an increased cleaning efficacy, and all refurbishments come with a 5 year warranty as standard. Standard turnaround times are 1 week, and an express 2 day service available.

Reference: ¹ Data available on file.



“

The refurbishment of the theatre sets has allowed high usage instrumentation to be brought back up to a standard equal to new, this has been met with appreciation from theatre staff and has ensured clinical requirement for sets has not been compromised. ”

Fraser Bishop, Facilities Clinical Services Manager Trust Decontamination Lead,
North Devon District Hospital



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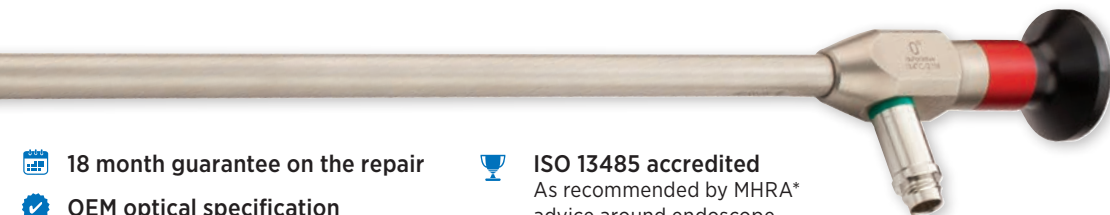
Proactive Management of Instrumentation

Surgical Holdings can set up and manage a refurbishment programme for instrument sets. This ensures all instruments are regularly checked, refurbished, repaired and maintained to a high standard and protein tested where required.


By developing a rolling refurbishment programme, hospitals can ensure that theatres are as efficient and effective as possible. Sets will comprise of instruments that perform as expected, they will be complete, working and available when required.

Endoscope Repair

All major brands of rigid endoscope can be repaired at Surgical Holdings workshop in Southend-on-Sea. Using the latest optical technology, Surgical Holdings' highly skilled and experienced technicians will return scopes to the manufacturer's original specification. All parts are brand new and have full traceability.



 **18 month guarantee on the repair**

 **OEM optical specification followed where possible**

 **Personal collection and delivery**

 **Laser welding for sheaths**



ISO 13485 accredited
As recommended by MHRA*
advice around endoscope
storage and care



**Free educational visits
to our scope workshop**
See all our repair facilities



Proactive Management of Endoscopes

Surgical Holdings can set up and manage a 'check and repair' service for rigid endoscopes. This ensures scopes are regularly checked, refurbished, repaired and maintained to a high standard. We will catalogue your scopes and create a maintenance schedule for you.

*MHRA 'Managing Medical Devices' – April 2016

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We also
repair the
**Olympus
ENDO-EYE**



**Maintenance
scheduled**



**Collected
and checked**



**Repaired and
refurbished**



**Return by courier or hand
delivered within 7 days**



A higher quality repair service

Our skilled technicians are trained to manufacture the instruments, not just repair them. We feel this is essential in order to repair surgical instruments correctly to OEM standards.



Surgifix

Surgifix is the Surgical Holdings online repair management system. The only company offering an online portal which helps manage the process and monitor the repair process. The secure Surgifix system allows for fast and efficient communication between the repairs team and customer.

Customers can view pricing, run reports and view progress of repairs on the system. Instant automatic notifications allow the repairs team know what needs repairing and ultimately saves time and effort when managing repairs and refurbishments.



We can repair and refurbish a comprehensive range of tools including:

- ✓ Air tools
- ✓ Air Hoses
- ✓ Power Tools
- ✓ Diamond Knives
- ✓ Laparoscopic Instruments including Sheaths
- ✓ Bridges
- ✓ Graspers
- ✓ Scissors
- ✓ Needle Holders
- ✓ Zimmer Dermatome
- ✓ Recalibration of Skin Graft Meshes



Instrument Sales



Surgical Holdings Instruments



Symmetry Surgical



Hermann Laparoscopic



Bissinger Bipolar



Light Leads



Din Baskets & Containers



Sterile Packed K-Wires



Custom Made Instruments

Refurbish & Repair



Surgical Instruments



Laparoscopic Instrumentation



Electrosurgery Devices



Rigid Endoscopes



**Laser and Bar Coding Service
Instrument Care Training**





Questions about the issues raised in this booklet?
Contact your Surgical Holdings representative



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