

Olympus OnSite Support Specialists

DELIVERING THE NEXT LEVEL OF SERVICE SUPPORT



Supporting Clinical Excellence

Supporting your clinical goal of outstanding patient care, an OnSite Support Specialist will ensure your equipment is performing when you need it. Our goal is to partner with you to support O.R. efficiencies and maintaining technology.

Optimizing Uptime

Having a full-time OSS allows your hospital staff to focus on patient care and other critical needs of the O.R. Optimize your Operating Room with support to maximize uptime with immediate troubleshooting solutions, routine maintenance.

Workflow Efficiencies

An OnSite Support Specialist is an Olympus trained technician to service and support your equipment. He/She leads by example for the hospital staff on the most cost effective care and handling techniques for Olympus Products.

 **FOR MORE INFORMATION**
Contact your Olympus sales representative, or call 800-548-5515.

Service Solutions

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	Included		
<ul style="list-style-type: none"> Unlimited no-fault repairs over term of agreement 			
<ul style="list-style-type: none"> Repair coverage up to 120% of contract value / 80% rebate of unused value 		Included	
<ul style="list-style-type: none"> Discounted service on demand (must commit all repairs to Olympus, one-year minimum) 			Included
Accidental Damage Coverage	Included	Included	
Warranty Coverage	12 months	12 months	12 months
<ul style="list-style-type: none"> Extended warranty on endoscope repairs 			
Uptime Protection	Priority	Priority	Standard
<ul style="list-style-type: none"> Temporary loaners* 			
<ul style="list-style-type: none"> Olympus Uptime Guarantee (next-day replacements guaranteed for eligible surgical products; only actual repair costs count toward contract consumption) 	Included		
Educational & On-site Support	Included	Included	Limited
<ul style="list-style-type: none"> Educational visits, repair reduction and care and handling in-service training conducted by Endoscopy Support Specialists** 			
<ul style="list-style-type: none"> Periodic business reviews and repair consumption and trending reports** 	Included	Included	
<ul style="list-style-type: none"> Olympus University® training (visit olympusuniversity.com for complete details) 	Included	Included	\$500 credit*
<ul style="list-style-type: none"> On-site repairs (as applicable during preventative maintenance; performed on software and reprocessing equipment only) 	Included	Included	Discounted
Repair Turnaround & Shipping	Included	Included	Optional
<ul style="list-style-type: none"> Next-day shipping (both directions) 			
<ul style="list-style-type: none"> Second-day shipping (both directions) 			Included
<ul style="list-style-type: none"> Preapproval of all repairs (Fee for Service is a maximum of \$5,000) to expedite repair turnaround time 	Automatic	Automatic	Optional
Technical Assistance Center	Included	Included	
<ul style="list-style-type: none"> 24/7 technical phone support 			
<ul style="list-style-type: none"> Standard technical phone support (Monday-Friday, 7am - 8pm 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

You've made a substantial investment in Olympus. Make sure it stays protected with Olympus Service Solutions.
For more information, call **800-848-9024** or visit olympusamerica.com/ServiceSolutions today.

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For more information, contact your Olympus sales representative, or call 800-848-9024.
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OLYMPUS

Your Vision, Our Future

Olympus Personalized Service

On-Site Support Specialists



Olympus Personalized Service

Secure Your Investment

One Good Decision Deserves Another

You chose Olympus equipment for unsurpassed precision, handling and image quality. Choose Olympus Service Solutions and guarantee that your equipment continues to operate at the highest level.

Olympus Service Solutions provide the most cost-effective way to keep Olympus medical and surgical equipment performing like new, including a variety of service options designed to protect your investment—and your bottom line.

For the highest quality in the shortest amount of time, Olympus Service Solutions is your most effective choice.

 ON-SITE SUPPORT SPECIALISTS

 CONVENIENT REPAIR UPGRADES

 FLEXIBLE SERVICE AGREEMENTS



For 100% Performance, Keep It 100% Olympus

As the original manufacturer, only Olympus is qualified to keep your equipment functioning at peak performance—day after day, year after year.

Olympus is the only service provider that uses manufacturer-approved parts for Olympus equipment—critical to maintaining authentic Olympus feel and performance.

Reprocessing capabilities and claims are important. Only when equipment is repaired by Olympus can we guarantee our equipment-specific reprocessing claims stand true.



Peace Of Mind Is Critical

Having an effective service agreement in place for your Olympus equipment provides your staff with true peace of mind. Whichever agreement you choose, each is designed to minimize the risk of excessive repair expenses and even costlier downtime.

 CONTROL COSTS

 MAXIMIZE UPTIME

 IMPROVE ACCOUNTABILITY

24/7 ONLINE REPAIR TRACKING

The Olympus Repair Services Web Portal (olympusamerica.com/ServicePortal) provides 24/7 online repair tracking and more through an easy-to-use customer website:

- Submit online service orders
- Track the status of your equipment repairs
- View 120-day repair histories
- View your equipment inventory
- Utilize pictorial estimates

YOUR SUPPORT NETWORK

Whenever you need them, the following professionals are available on a local and regional level:

- Endoscopy Support Specialists
- Field Service Engineers
- Technical Assistance Specialists
- Olympus Repair Technicians
- Customer Service Representatives
- Software Application Specialists
- OnSite Support Specialist

YOUR PATH TO OLYMPUS SERVICE SOLUTIONS

Flexible Agreements and Programs

CONTROL COSTS AND MAXIMIZE UPTIME

CONTROL COSTS

Olympus offers three competitively-priced service agreements designed to help protect your Olympus equipment investment. With three different options you can choose the solution that best meets your needs.

■ FULL SERVICE AGREEMENT

The Olympus Full Service Agreement is the **most cost-effective way of keeping your Olympus equipment performing like new.** Under our Full Service Agreement, a fixed annual price covers any and all equipment repairs.



Olympus Uptime Guarantee provides next day replacement equipment for Full Service Contract customers*

■ SHARED RISK REWARD AGREEMENT

The Value Service Agreement is a **risk/reward program for customers** who typically realize lower repair costs due to proper equipment care and handling.

■ FEE FOR SERVICE AGREEMENT

Created for customers who prefer to **“pay as they go,”** the Fee for Service Agreement is a flexible program that offers guaranteed savings without a fixed payment schedule.

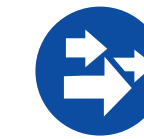
*Olympus Uptime Guarantee is only available for select model numbers. See the Olympus Uptime Guarantee brochure for more information.

MAXIMIZE UPTIME



ADVANCED REPLACE® PROGRAM

Because emergencies are impossible to predict, the Advanced Replace Program puts replacement Olympus equipment in your hands within 24 hours. All replacement equipment meets Olympus manufacturer specifications.



ExpressCare

An affordable service agreement that provides quick telescope replacements at a competitive cost – without a sacrifice in repair quality.

- ExpressCare telescope replacements are expedited within 24 hours
- Discounted pricing with no fees
- Fixed pricing for repair exchange



TELESCOPE UPGRADE PROGRAM

You may be ready for the latest technology but your capital budget isn't. Put your non-Olympus telescopes on an Olympus Full Service contract and receive brand new Olympus ULTRA telescopes when a repair is needed.