



Your Vision, Our Future

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

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

# Olympus Service Solutions

Surgical Endoscopy, Urology, and ENT



For more information, call **800-848-9024** or visit [olympusamerica.com/ServiceSolutions](http://olympusamerica.com/ServiceSolutions) today.

Olympus is a registered trademark of Olympus Corporation, Olympus America Inc., and/or their affiliates. | Medical devices listed may not be available for sale in all countries.

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](http://olympusamerica.com/ServiceSolutions) today.



**OLYMPUS AMERICA INC.**  
136 Turnpike Road, Southborough, MA 01772

For more information, contact your Olympus sales representative, or call 800-848-9024. [www.medical.olympusamerica.com](http://www.medical.olympusamerica.com)

Printed in USA OAISE1117BR024272

# Olympus Service Solutions

## 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](http://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

## 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 SERVICE

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

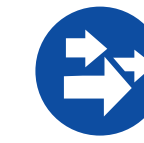
Created for customers who prefer to **“pay as they go,”** the Fee for Service Agreement is a flexible program that offers guaranteed savings without a fixed payment schedule.

##### 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.

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