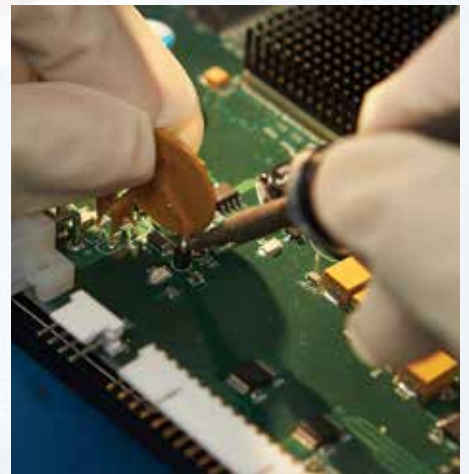




Signature Service



Focused on a fast response for maximum uptime





## We're all about maximizing OR uptime

We know that delivering quick, effective service and a thoroughly-tested product are vital for ensuring uninterrupted OR uptime and serving your patients efficiently. That's why we offer you next-day\* equipment exchange, providing you with a certified Smith & Nephew replacement product, or the rapid repair of your equipment, using genuine Smith & Nephew replacement parts. Unlike third-party service organizations, only our very own Signature Service Plans ensure that repairs and product exchanges will be performed according to our highest standards.

\*Exchanges typically arrive the next business day.



## We know your needs are unique

Smith & Nephew offers a number of Signature Service Plans that can be customized to meet your operational needs. Our solutions are designed to help you:

- Maximize OR and equipment uptime through either rapid exchange or repair
- Improve your cost-effectiveness
- Centralize your repair resources with a single point of contact

## Authorized Smith & Nephew service

Signing up for a Signature Service Plan means your equipment will receive authorized repairs by trained, certified technicians, using genuine Smith & Nephew parts.





Smith & Nephew utilizes the Optikos VideoMTF® Image Analysis System to make Modulation Transfer Function (MTF) measurements. MTF is among the most accurate quantitative image quality tests that can be performed on a lens, to ensure the highest level of optical quality.

## Smith & Nephew Signature Service Agreement vs. Third-Party Repairs

	Annual Benefit*	
	Smith & Nephew	Third-Party
	Annual Service Agreement	Exchange or Repair
Service Price	\$1,800 (\$150.00 monthly)**	\$850**
Failures Per Year	All included	3 (estimated)
Estimated Annual Expense	\$1,800 (\$150.00 monthly)**	\$2,550**
Annual Savings	\$750 (per item)**	None
2-Year Savings	\$1,500 (per item)**	None
Average Delivery Time	Next business day	5–7 business days

\* Example shows the average price of one endoscope on an agreement.

\*\* Prices are approximate, actual prices vary per part number and are subject to change.

Over time, a Smith & Nephew Service Agreement can provide considerable savings.

### The risk of unauthorized third-party repairs

Unlike the work performed by independent, third-party service organizations, we can ensure that equipment serviced at a Smith & Nephew Signature Service Center will be maintained according to our own, high standards.

We do not authorize nor recommend repairs performed by third-party service organizations, for several reasons:

- Third-party repairs do not conform to original Smith & Nephew factory specifications.
- Unauthorized service providers may use a sterilization method not sanctioned by Smith & Nephew, rendering the product warranty null and void.
- Third-party service organizations often use their own, unauthorized parts to repair Smith & Nephew surgical endoscopy equipment, because they do not have access to Smith & Nephew original parts. The resulting product modifications can significantly alter the performance and life of our products.

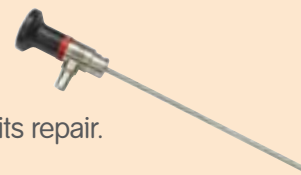


## Third-Party repairs may compromise quality and performance

Below are examples of third-party repairs and the negative impact they can have on your valuable surgical equipment, contrasted against repairs by Smith & Nephew, which restore your equipment to factory-new condition.



**Endoscope Repair** The endoscope is the most complex and fragile part of the imaging chain and is easily damaged. The only way to ensure a scope is restored to its original factory specifications is to have a certified Smith & Nephew technician tend to its repair.



**Ocular Shaft Repair** In the third-party repair shown here, a one-piece ocular shaft was cut in two and then rejoined, using a non-Smith & Nephew-certified bonding material instead of a proper laser weld. This created a weak, easily damaged seal that could trap moisture inside the scope – a common cause of blurred or foggy images – and prevent autoclavability.



Smith & Nephew Repair



Third-Party Repair

**Distal End Repair** In this third-party repair, a replacement window of an incorrect diameter was glued to the scope's distal tip. In addition, the replaced window was concave, whereas it should have been flat. These out-of-spec modifications prevented the scope from producing a diagnostic image. In addition, no attempt was made to repair the tip, which had been badly damaged by a shaver blade.



Smith & Nephew Repair



Third-Party Repair

**Optical System Shaft Repairs** In this attempted repair, an unsafe weld failed to properly fuse the body shaft to the optical system. The insufficient seal could allow humidity to leak into the system, thus degrading image quality. In addition, a weak weld could reduce load-carrying capability, possibly leading to fatigue and eventual breakage.



Smith & Nephew Repair



Third-Party Repair

In this third-party repair, the bent shaft and cracked distal tip resulted in a distorted, non-diagnostic image. In addition, the repair jammed the focus ring, leaving it unable to turn.



Third-Party Repair



**Hand Instrument Repair** Smith & Nephew Factory Authorized technicians must pass a rigorous certification test and demonstrate their ability to satisfactorily repair, sharpen and return ACUFEX® hand instruments to factory-new condition.

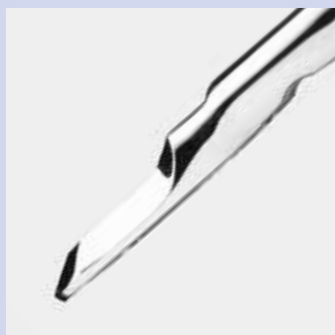


Smith & Nephew Repair

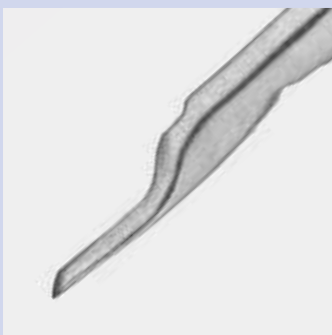


Third-Party Repair

**Cutting Edge and Polishing** An improper sharpening technique used by a third-party technician altered the geometry of the blade on the right, leaving an uneven edge instead of a sharp, precise edge, and creating a high risk of breakage. The matte surface is the result of sandblasting – a cheaper alternative to polishing that compromises the effectiveness of sterilization due to the rough surfaces it leaves behind.



Smith & Nephew Repair



Third-Party Repair

**Front-End Blade Height** A large amount of material was removed from the cutting edge of this third-party repaired blade on right, leaving the front-end blade height below acceptable limits and greatly reducing cutting efficiency.



Smith & Nephew Repair



Third-Party Repair

**Removed Factory Markings** The top of the instrument on right was sandblasted, which removed the original factory laser marking, including the lot number. The third-party repair vendor then applied a new label, with the brand, model name and lot number. Relabeling can mean you are not receiving your original equipment back. And unlike the original factory laser marking, this type of label will not withstand autoclaving.

Because different institutions have different needs, we offer different levels of Signature Service coverage, including Signature Care Premium, Signature Care and Signature Repair.

Signature Service Agreements		
Signature Care Premium	Signature Care	Signature Repair
Dedicated Service Program	Service Exchange Agreement	Pay for repairs á la carte
Includes full-time service technician 40 hrs/wk (Monday-Friday)	Includes rapid exchange of affected product with a tested, Smith & Nephew certified replacement unit – typically within 24 hours (next business day)	Pay-per-incident repair; includes Smith & Nephew certified parts installed by a factory-trained technician
Equipment replacement	Equipment replacement	Customer-approved quote required prior to any repair
Inventory management	Covers user-related damage	Products typically repaired and ready for shipment within 3-5 business days from quote approval
Preventive maintenance and product training	No individual purchase order needed	Allows option to place equipment under Signature Care at any time
Capped annual cost*	Capped annual cost*	Pay only for required parts and labor*

\*Terms and Conditions apply.





Signature Service Plans	Pick the Service Plan that's right for you, customized to fit your needs.		
Feature Comparison	Signature Care Premium with Signature Care*	Signature Care	Signature Repair
Like-new Replacements in 24 hrs.	■	■	
Smith & Nephew-Certified Factory Technicians	■	■	■
Flexible Payment Plans	■	■	
No Individual Purchase Orders	■	■	
Software Updates	■	■	■
Unlimited Replacements During Course of Agreement	■	■	
Use-related Damage	■	■	■
Capped Annual Cost*	■	■	
Regular Preventive Maintenance	■		
Staff In-service Training	■		
Full-time Technician (Monday-Friday, hrs/wk.)**	■		
Prep OR for Procedures	■		
Inventory Assistance	■		

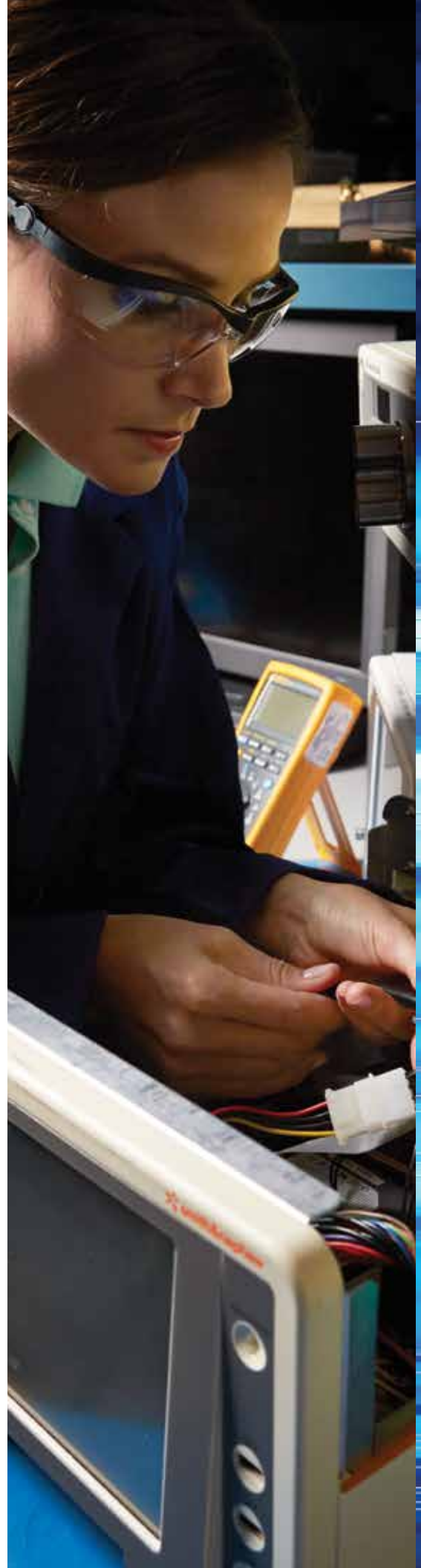
\*Terms and Conditions apply.


\*\*Signature Care is required for the exchange portion of the agreement.

## Keep it 100% Smith & Nephew, with genuine Smith & Nephew replacement parts and service

The best way to keep your Smith & Nephew equipment working as promised is to have it serviced at one of our authorized service facilities, by technicians who have been specially trained by Smith & Nephew and who use our genuine replacement parts.

We do not sell Smith & Nephew parts and materials to third-party vendors and independent service companies, so they may be using unauthorized, generic parts when repairing your equipment. This could degrade performance, pose potential patient-safety risks, increase repair frequency, and even shorten product life – not to mention increase the likelihood of OR downtime. Every product we repair is tested using our own, custom-designed test equipment and processes, which third-parties do not have access to.





**Smith & Nephew** is a diverse medical technology company that has supported healthcare professionals since 1856. We're the company you trust and rely on to help you help your patients – a commitment that dates back to our origins as a small pharmacy in Hull, England, over 150 years ago.

You also depend on our ability to make products of extremely high quality. Our flexible service plans are designed to preserve that level of excellence, by maintaining products according to Smith & Nephew's world-class standards.

### Start a Smith & Nephew Signature Service Plan today!

- 98% of issues are resolved and/or delivery of product within 24 hours\*
- FDA-inspected, ISO 13845 and 9001-certified manufacturer
- Genuine parts from Smith & Nephew
- Knowledge required to maintain your equipment's original factory specifications
- Over 35 years of product service experience
- Service locations in nine locations worldwide
- 80,000 instrument repairs each year\*
- 75,000 technical support calls each year\*

\*On average

To find out more about our authorized Signature Service Plans:

- Contact your **sales rep** for more details
- Call Endoscopy Services at: **1 978 749 1262**
- Email us at: **endoscopy.services@smith-nephew.com**
- Visit customer service at: **www.smith-nephew.com/professional/resources/customer-service/**