

About Optional Repairs

What is an optional repair?

When you send your endoscope to FiberTech for repair, we perform a complete evaluation to determine the condition. It is our responsibility to inform our customers of all repairs and adjustments necessary to keep the equipment to manufacturer's specifications. There are some features of a scope that can still operate adequately and safely, even though they do not meet manufacturer's specifications. We refer to those as "Optional Repairs".

What types of repairs are optional?

Here are some repairs that, at times, could be considered optional:

ANGULATION ADJUSTMENTS:

This repair is similar to an automobile in need of a front end alignment...you can still drive it, but the steering isn't perfect and it will continue to get worse, eventually needing an adjustment. Keep in mind, if the controls become too loose it could be difficult to navigate or view certain angles during a procedure.

SUCTION CYLINDER REPLACEMENTS:

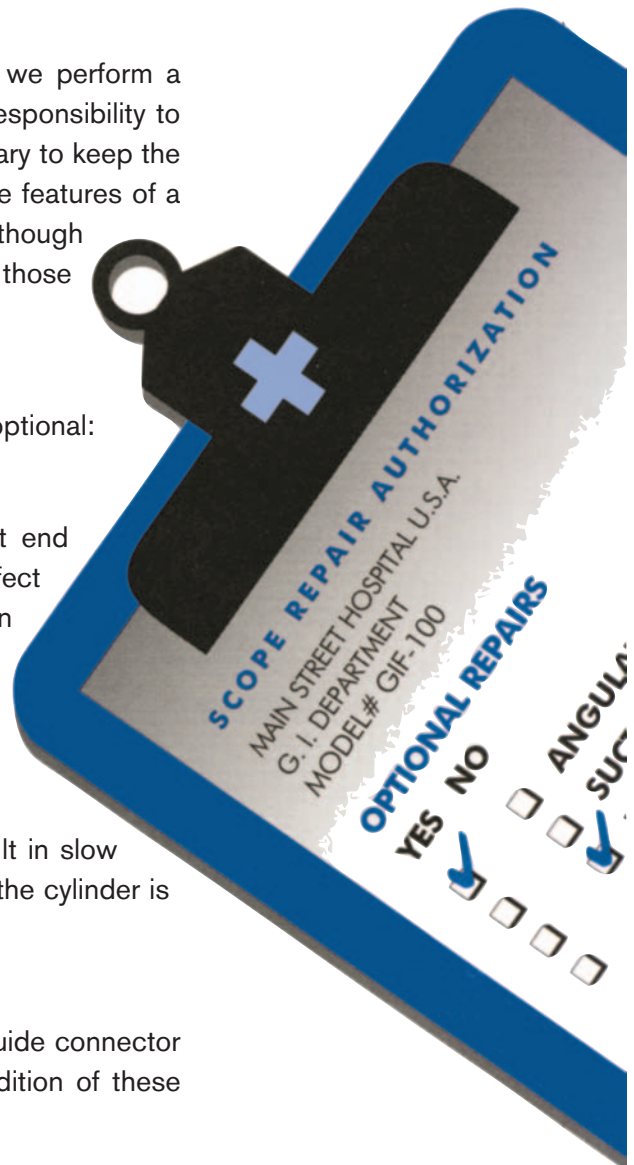
A worn suction cylinder at the head of the scope will result in slow suction, eventually producing no suction at all. How badly the cylinder is worn determines if the repair is optional or necessary.

WORN O-RINGS:

Worn O-rings in the water bottle mouthpiece of the light guide connector may cause the air/water system to malfunction. The condition of these O-rings will determine if the repair is optional or necessary.

BOOT-EXTENDER:

A boot extender covers buckles at the top of the insertion tube just below the boot. A buckle in this area places tremendous stress on the internal



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components of a scope. The buckle becomes a weak spot in the insertion tube and cannot support/protect the inner channels and fiber-bundles. Although severe damage can result from this problem, forcing the scope to be overhauled, we usually leave this repair at the customer's discretion simply because the scope is still operational. Depending on the severity of the buckle, we may at times strongly recommend this repair.

FORCEPS CHANNEL REPLACEMENT:

A worn forceps channel can cause forceps passage to become difficult. FiberTech follows standard guidelines when testing every channel. If a channel is worn, but the customer did not comment about any associated problems, we will present this repair as optional. Keep in mind, if a worn channel is not repaired now, chances are it will need replacement in the near future.

(NOTE: These repairs may be considered necessary when patient safety is a factor, or if the potential for additional damage to the instrument is great.)

When should I approve an “optional repair”?

These repairs are often at the discretion of the user. If there are no complaints about the performance of a particular feature, you may decide to hold off until the future.

I get frustrated and confused about “optional repairs”....

Just remember, an optional repair is exactly what it says—OPTIONAL. As your service provider, FiberTech is doing its best to inform you of the condition of your equipment. Your Customer Service Representative is always prepared to explain in further detail, the assessment of your equipment.