
Apples to Apples

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hat do Apples have to do with endoscope service? Nothing, of course, but we all know the old adage about comparing Apples to Apples. Many times we have been asked by health care institutions to submit our best pricing because they are evaluating service vendors. However, there are too many variables to fairly evaluate one vendor against the capabilities of another. For instance, we repair a bending rubber for \$210 while some of our competitors are promoting a cheaper bending rubber. Which is the better deal? Our bending rubber is composed of superior material resulting in three times the durability, suddenly the fair comparison is not the price but the longevity of the repair.

Another example is fluid invasion problems. Do you know the differences between FiberTech's Dry Out Scope (D.O.S.) and a manufacturer's aeration? Probably not! And the competition likes it that way. You may be surprised by the differences. The most important difference is a psychological one. At FiberTech, we are working to save your scope from an overhaul. A manufacturer's "aeration" helps them decide if your scope needs a major overhaul.

At FiberTech, your scope is disassembled at the control body, at the light guide connector and the bending rubber is removed. Your scope is then placed into our drying chamber for 24 hours before it is removed by a Quality Control technician for re-inspection. If another 24 hour cycle is required, the scope goes back into the drying chamber. Our goal in performing a D.O.S. on any piece of equipment is to thoroughly dry the inside of the scope, and return the scope to good operating condition. Hopefully we have saved you the unneeded expense of a manufacturer's major overhaul.

A manufacturer may do little more than place your scope into an aeration chamber for a couple of hours to "dry out". If after this time the scope is still wet, or any other problems have not been resolved, your scope will most likely be overhauled.

Why the big difference? It's simple, FiberTech takes the time to thoroughly evaluate your repair needs versus quickly determining that a scope needs expensive component replacements.

As always, you should ask detailed questions of your service provider so that you fully understand all services rendered before approving any repairs. A well-educated consumer should always receive the service they expect when they compare Apples to Apples.



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