

Agile Service for Your Complex Surgical Equipment

**Surgical Equipment
Repair and Maintenance**



OVERLOOKED AND UNDervalUED

THE CHALLENGE OF MAINTAINING SURGICAL EQUIPMENT

It's expected that surgical instruments, endoscopes, power tools and other equipment perform with the highest degree of precision for every procedure. Yet, maintaining this level of consistent performance with these high-use devices — while ensuring availability — can be a time-consuming and expensive burden for hospital staff to manage.



**Clinical
Quality**



**Time-
Consuming**



**Patient & Staff
Satisfaction**

WITH COSTLY RESULTS

INCREASED SPEND, BURDEN AND RISKS

Without the right processes, support and staff education around repair lifecycles of surgical equipment, your ROI diminishes. Improper handling leads to avoidable damage. Repair and replacement costs skyrocket. Not to mention the impact on clinical outcomes if your equipment doesn't consistently perform at the highest level.



High Service Costs



**Unnecessary
Replacement Costs**



**Decreased Staff
Satisfaction**



**Unreliable Device
Performance**

PROTECT SURGICAL PERFORMANCE — UNLOCK IMMEDIATE SAVINGS

Agiliti provides comprehensive, high-quality service for your surgical equipment and instruments, as well as proactive staff education to prevent avoidable damage and unnecessary repairs. With 300+ mobile service labs nationwide, supported by our network of depot repair facilities, we provide fast turnaround to quickly return equipment to original form, fit and function. The goal? Protect patient safety, drive OR efficiency — and deliver significant cost savings over existing service contracts.



**Enhance Outcomes
& Patient Safety**



**Reduce
Service Costs**



**Actionable Data
& Analytics**



**Reduce
Staff Burdens**

SIMPLIFIED SERVICE WITH PROVEN QUALITY

The renowned expertise Agiliti provides is supported by a nationwide coverage and logistics network, bringing you fast, flexible maintenance and repair for a full range of surgical instruments and equipment. We also provide real-time service reporting, clinical education resources and access to a broad range of surgical equipment loaners — at no added charge.



STAFF EDUCATION

Training to prevent avoidable damage and unnecessary repairs



RIGOROUS QA TESTING

Delivering real-world precision and performance



98% ONSITE REPAIR

Less than 1% non-repair rate



LOANER EQUIPMENT

Large inventory of loaner equipment, available at no charge



NATIONWIDE NETWORK

Responsive, high-quality service for your surgical equipment and instruments

Click an icon below to learn more.



Surgical Instrument
Repair and Sharpening



Rigid Endoscope
Repair and Service



Flexible Endoscope
Repair and Service



Surgical Power
Equipment Repair



Surgical Video
Equipment Repair



Additional Surgical
Equipment Repair Services



Service Agreement



Education

Learn more at agilityhealth.com/ser



SURGICAL INSTRUMENT REPAIR AND SHARPENING



Ensure Precise Instrument Functionality and Reduce OR Service Costs

Agiliti combines responsive repair and maintenance — including onsite offerings — with robust educational resources to help your staff prevent avoidable equipment damage. This ensures precise instrument functionality while significantly reducing repair and maintenance spend. With 300+ mobile service labs nationwide, our experienced technicians deliver exceptional expertise in returning instruments to OEM level performance — in the right place, at the right time.



98% or more of repairs made same-day, onsite



Compliance with the highest standards for patient safety and quality



Complex repairs handled at an Agiliti Center of Excellence



Significant cost savings over existing service contracts

OUR COMPREHENSIVE SERVICE PORTFOLIO

General Surgical Instruments	Laparoscopic Instruments	Ophthalmic Instruments
<ul style="list-style-type: none"> • Instrument sharpening, realignment and refurbishment • Diamond dusting • Needle holder insert replacement • Bipolar forcep repair and reinsulation • Managed preventive maintenance 	<ul style="list-style-type: none"> • Reinsulation for shafts and handles • Jaw and shaft replacement • Rotator and flush port replacement • Ratchet and lock repair 	<ul style="list-style-type: none"> • Instrument sharpening, refinishing and realignment • Diamond knife cleaning, rehoning, repair and replacement

LASER MARKING/BARCODING AVAILABLE FOR MOST SURGICAL EQUIPMENT





Optimize Equipment Uptime While Achieving Guaranteed Savings

Our experienced team of specialists is equipped to keep every aspect of your rigid endoscopes — including fiber optic and video technology — performing reliably. We deliver comprehensive repair services — along with proactive education to prevent avoidable damage — to extend equipment life and improve uptime, while achieving significant cost savings over existing service contracts.



98% of equipment successfully repaired or refurbished



Staff education to prevent avoidable equipment damage and unnecessary repairs



Stringent parts standards and state-of-the-art equipment-testing software to meet OEM level performance



Significant cost savings over existing service contracts

Common to Complex Scope Repairs	Fiber Optic Cable Repairs
<ul style="list-style-type: none"> • Insertion tube replacements • Image bundle replacements • Robotic endoscope repairs • Semi-rigid fiber ureteroscopes • Arthroscopes • Cystoscopes • Carpal tunnel and other small joint scopes 	<ul style="list-style-type: none"> • Medical fiber optic and sheath replacement • Hardware and adaptor repair • Bifurcated and other specialty cable repair

LASER MARKING/BARCODING AVAILABLE FOR MOST SURGICAL EQUIPMENT

EXTENSIVE LOANER INVENTORY

Schedules can't stop just because a scope is broken. That's why we offer free loaners while we repair your surgical equipment. We maintain an extensive loaner collection to meet our customers' preferences and prevent any disruption to planned procedures. And when your equipment comes to the end of its life, Agiliti also has one of the industry's largest inventories of pre-owned rigid endoscopes, parts and accessories — all expertly refurbished to OEM level performance.



Enhance Patient Safety and Achieve Guaranteed Cost Savings

Drive efficiency and protect clinical quality by ensuring your flexible endoscope equipment is always available and maintained to the highest standards. Agiliti helps keep your inventory of large-diameter, small-diameter and specialty flexible endoscopes meeting OEM level performance — while delivering significant cost savings over existing service contracts as well as providing proactive staff education to prevent avoidable damage.



98% of equipment successfully repaired or refurbished



Staff education to prevent avoidable equipment damage and unnecessary repairs



Stringent parts standards and state-of-the-art equipment-testing software to meet OEM level performance



Significant cost savings over existing service contracts

OUR EXTENSIVE SERVICE PORTFOLIO

Common to Complex Scope Repairs

- Control knob and angulation adjustment
- O-ring replacement
- Elevator wire adjustment
- Fluid invasion
- Biopsy channel replacement
- Bending sheath replacement
- Electronic repair and replacements (including CCD repairs and replacements, ribbons, harnesses and more)
- Insertion tube replacements
- Angulation system overhauls
- Image bundle replacements
- Distal end replacements

LASER MARKING/BARCODING AVAILABLE FOR MOST SURGICAL EQUIPMENT

EXTENSIVE LOANER INVENTORY

Schedules can't stop just because a scope is broken. That's why we offer free loaners while we repair your surgical equipment. We maintain an extensive loaner collection to meet our customers' preferences and prevent any disruption to planned procedures. And when your equipment comes to the end of its life, Agiliti also has one of the industry's largest inventories of pre-owned flexible endoscopes, parts and accessories — all expertly refurbished to OEM level performance.



SURGICAL POWER EQUIPMENT REPAIR



Ensure Precise Performance and Extend the Life of OR Equipment

Prolong the life of high-use, critical power tools such as pneumatic, electric/battery, Phaco and dental equipment, including items that the manufacturer and other service providers have tagged non-repairable. Our experienced technicians provide ongoing maintenance and simple repairs as well as total rebuilds by utilizing proprietary tools and techniques to test all equipment to return equipment to OEM level performance — all while significantly reducing service spend.



98% of equipment successfully repaired or refurbished



Staff education to prevent avoidable equipment damage



Stringent parts standards and state-of-the-art equipment-testing software to meet OEM level performance



Significant cost savings over existing service contracts

OUR EXTENSIVE SERVICE PORTFOLIO

Pneumatic & Electric/Battery	Phaco
<ul style="list-style-type: none"> • Bearings • O-rings and seals • Electronics • Cables • Hoses • More 	<ul style="list-style-type: none"> • New ultrasonic motors (including ceramic crystals) • Cord replacement • Nose cone repair • Connector replacement • Complete testing and calibration • Thread repair

LASER MARKING/BARCODING AVAILABLE FOR MOST SURGICAL EQUIPMENT

EXTENSIVE LOANER INVENTORY

Schedules can't stop just because a power tool device is broken. That's why we offer free loaners while we repair your surgical equipment. We maintain an extensive loaner collection to meet our customers' preferences and prevent any disruption to planned procedures. And when your equipment comes to the end of its life, Agiliti also has one of the industry's largest inventories of pre-owned tools, parts and accessories — all expertly refurbished to OEM form, fit, and function.



Maximize the Life of Video Equipment

Agiliti specializes in providing high-quality repair capabilities for all makes and models of video cameras and video units. We help you extend the life of this heavily used and often overlooked equipment — and ensure your video equipment performs optimally and reliably to protect clinical quality.



98% of equipment successfully repaired or refurbished



Staff education to prevent avoidable equipment damage



Stringent parts standards and state-of-the-art equipment-testing software to meet OEM level performance



Significant cost savings over existing service contracts

OUR COMPREHENSIVE SERVICE PORTFOLIO

- Endocouplers/beamsplitters
- Video processors and camera control units
- Video pigtail cables
- HD and 4K video camera repairs
- Video cable replacement
- CCD repairs and replacements
- Ribbons
- Harnesses and more

LASER MARKING/BARCODING AVAILABLE FOR MOST SURGICAL EQUIPMENT

EXTENSIVE LOANER INVENTORY

Schedules can't stop just because video equipment is broken. That's why we offer free loaners while we repair your video equipment. We maintain an extensive loaner collection to meet our customers' preferences and prevent any disruption to planned procedures.



ADDITIONAL SURGICAL EQUIPMENT REPAIR SERVICES



Minimize Equipment Repair Costs for Sterilizers, Surgical Tables and More

From sterilizer cleaning to case cart repairs, we specialize in maintaining, repairing, cleaning and restoring surgical equipment to original performance — even equipment that is deemed “non-repairable” by the manufacturer and other service providers. With experienced technicians located nationwide, we can quickly address time-consuming repairs on the equipment that supports your OR operations, while reducing service costs in the process.



98% of equipment successfully repaired or refurbished



Compliance with the highest standards for patient safety and quality



300+ mobile labs nationwide enable same-day, onsite repairs



Complex repairs handled at an Agiliti Center of Excellence



Stringent parts standards and state-of-the-art equipment-testing software to meet OEM level performance



Comprehensive, industry-leading, one-year warranty

OUR EXTENSIVE SERVICE PORTFOLIO

Sterilizer Maintenance & Repair

- Maintain a uniform, consistent sterilizer surface
- Ensure proper heating and drying
- Manage OEM-recommended cleaning schedules

Rolling Stock Repair

- Case carts, crash carts, IV poles, surgery tables and more
- Routine maintenance and on-demand repairs
- Caster replacements
- Molding replacement, preventive maintenance
- Moor realignment
- Latch assembly repair
- Hinge pin repair
- Rewelding services

LASER MARKING/BARCODING AVAILABLE FOR MOST SURGICAL EQUIPMENT



FLEXIBLE SERVICE AGREEMENTS AND SHARED RISK



Service Contracts Aligned to Your Needs — with Predictable Outcomes

Agiliti provides an alternative to restrictive and burdensome service contracts, delivering the flexibility you want — with the fixed costs and guaranteed outcomes you need. We offer a wide range of comprehensive, fixed-fee programs that provide full repair and maintenance services. Select your desired types of surgical equipment and instruments, and we'll work with you to align on the service agreement that best fits your specific needs.



Significant cost savings over existing service contracts



Comprehensive repair and maintenance capabilities



National scale and coverage, 300+ mobile repair vehicles and 400+ specialized technicians



Robust customer portal and IT systems

Three-Step Process to Major Savings

Guaranteed Savings	Fully Capitated	Annual Refund
<ul style="list-style-type: none"> Inventory and historical spend for analysis Annual cost locked in at a significant and guaranteed discount to historical spend 	<ul style="list-style-type: none"> Agiliti assumes 100% of any overage risk Alignment of goals and commitment Focus on prevention and education 	<ul style="list-style-type: none"> Under-consumed spend gets refunded Full transparency as data and contract consumption is consistently reviewed throughout the agreement term

Program Elements

<p>Fixed Monthly Payments The certainty of consistent, predictable monthly service costs drives smarter budget planning.</p>	<p>Agreement Payback Bonus At the end of the agreement, under-consumed spend gets refunded.</p>
<p>Data Trending & Analytics Surgical equipment repair data and analytics drive allocation of department or facility repair spend, as well as find new cost-efficient opportunities.</p>	<p>Proactive Education & Process Intervention Simple changes to equipment management processes significantly reduce damage to equipment — along with staff training to further prevent avoidable damage.</p>





Prevent Avoidable Equipment Damage with Proactive Staff Education and Process Improvements

The best way to save money on repair costs is to prevent avoidable damage and address breakdowns in the repair lifecycle of surgical equipment. Agiliti offers comprehensive and accredited education, training and development opportunities related to the care, handling, storage, maintenance and repair requirements of surgical instruments, endoscopes and other surgical equipment. Our educational resources are proven to prevent avoidable damage and reduce downtime and repair costs.



Online & On-Demand Resources

Online educational resources are available on-demand and structured to fit your pace. Go slower, or faster, depending on your needs and schedules.



Onsite Training & Education

Our experts are available to deliver onsite, CE approved inservices to our customers — both small and large-group settings.



Process Improvement & Standardization

Agiliti helps improve sterilization, storage and transportation processes to drive significant reductions in equipment damage — and scales these standardized processes across a hospital or IDN.



Data Trending & Recommendations

Agiliti provides monthly reviews of repair data, as well as process audit tools, to deliver recommendations for proactive intervention — including targeted staff education and process improvement opportunities.

Course Types

Continuing Education Courses

- Stainless Steel Instruments
- Minimally Invasive Instruments and Visualization Equipment
- Specialty Devices
- General Sterile Processing Education

Pre-Certification Prep Courses

- Textbook reading assignments
- Lesson videos
- Weekly quizzes
- Progress tests
- Final exam prep test

Courses are certified for Continuing Education Credit through IAHCMS, CBSPD and California Board of Nursing.

Visit agilitihealth.com/resources/education to learn more.





One Element of a Broader Solution

Agiliti is fast becoming a preferred source for technical support because of the quality of our technicians and the flexibility of our offerings. But surgical equipment repair alone doesn't address equipment utilization, vendor standardization or controlling rental and capital costs. Agiliti offers an approach called Equipment Value Management (EVM) that fixes processes within your hospital to multiply cost savings and deliver valuable clinical improvements.

Learn more at agilitihealth.com/evm

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