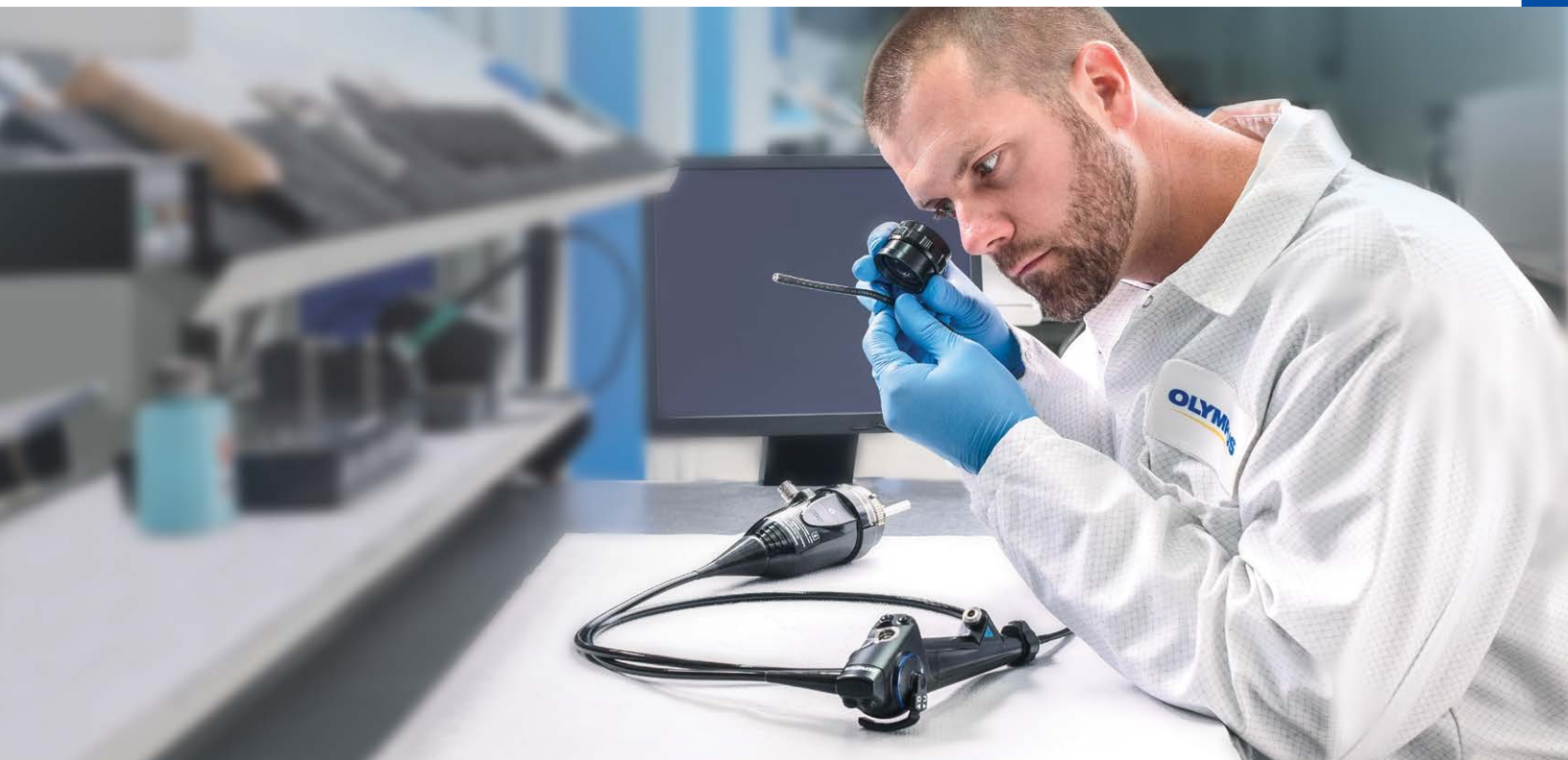


Beyond What You Can See

How OEM Service Helps to Control Costs,
Improve Efficiencies and Ensure Safety for Your Facilities.



Cost Control

- **Predictable Fixed Service Costs**
Avoid extra or unexpected repair charges with Olympus' Full Service Agreement. As the most cost-effective way to keep your Olympus equipment performing like new, this fixed annual price covers any and all equipment repairs including accidental damage, with no cap for all contracted equipment.
- **Expense Reduction**
Olympus' comprehensive service agreements eliminate the risk of excessive repair expenses and even costlier downtime. Quality repairs done right the first time can lead to less repairs over the long-term.
- **Leasing Options**
Olympus OEM Service can be cost-effectively combined with product leasing programs.
- **Additional Savings**
When you combine Olympus product purchases with service for additional discounts.

Improve Efficiencies

- **Uptime Protection**
Procedural delays caused by out-of-service equipment are not something you can afford. With this in mind, Olympus Service offers industry-leading turnaround times, with the largest selection of temporary and on-site loaners available to keep you up and running.
- **Superior Performance**
As the OEM, Olympus Service preserves and duplicates the proprietary Olympus technology that is built into all of our products. When you get a repaired device back from us, it has been restored to its original operational state, ensuring ongoing reliability and like-new performance that is guaranteed to last.
- **Empowering Support**
Our committed team of highly trained support specialists are changing the perception of what a service provider can be, with ongoing customer training, live technical support, a worry-free loaner system, and a variety of education programs.

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Safety Assurance

■ FDA Regulation





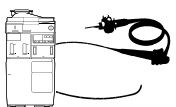

Ask your service provider, are your repairs FDA regulated? At Olympus, all OEM repairs are FDA regulated, guaranteeing that they comply with the FDA's quality systems regulation for repairs. All repair parts used by Olympus Service are OEM components. These components are used during product manufacturing and included with the product 510(k) clearance. These OEM parts guarantee compatibility with your equipment and assure safe performance.

■ Reprocessing Validation

If a device is repaired by an organization outside of Olympus Service, Olympus can no longer validate that it can be reprocessed as designed, and the instructions in the official product manual are no longer valid. Olympus Service can ensure a device's reprocessing validation following service.

The Olympus OEM Difference

Olympus makes every effort to help ensure product safety and reliability throughout the equipment's lifetime. It is important to understand the differences that separate Olympus from third-party repair companies

	Olympus	Third-Party
Parts, Materials and Tools 	Repair parts, materials, adhesives and tools are from the OEM guaranteeing compatibility of repair parts	Not able to purchase OEM parts, materials, adhesives or tools
Repair Processes 	Repair processes are consistent and regulated and compliant with FDA to ensure product repairs maintain continuity with FDA's 510(k) clearance	Do not comply with or follow OEM repair processes. Repairs do not maintain continuity with FDA's 510(k) clearance
Repair Experience & Training 	Technicians are formally and regularly trained on OEM standards	Not trained by the OEM and do not have latest up to date training. Unable to repair new technology
FDA Regulation 	Quality system subject to routine audits and inspections by FDA	Not audited and inspected by FDA
Reprocessing Validation 	Rigorous testing program to validate both compatibility of our instruments with specific reprocessing methods and agents as well as the efficacy of such methods for reprocessing the device	Repairs to Olympus endoscopes by third-party are not validated for reprocessing efficacy
Repair All Models 	Can perform all repairs on all of Olympus equipment	Cannot repair all Olympus models and cannot perform all levels of repair for a particular model

Visit <https://info.olympusamericamarketing.com/servicepacket> to request a service information packet:
Third-Party Repairs and the Impact to Reprocessing Validation

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