## Service Solutions

Olympus offers flexible service agreement options so that you can choose one that best meets your facility’s needs—or multiple agreements if you require different service coverage for select assets.

### Full Service
- **Core Programs**
  - No cap on service and repair
  - Repair coverage up to 120% of contract value / 80% rebate of unused value
  - Discounted service on direct purchase repairs

### Shared Risk/Reward Service
- **Service Protection**
  - Time-based support

### Fee for Service
- **Accidental Damage Coverage**
- **Warranty Coverage**
  - 12 months

### Additional Features
- **Educational & On-site Support**
  - Educational visits, repair reduction and care and handling in-service training conducted by Endoscopy Support Specialists**
  - Periodic business reviews and repair consumption and trending reports**
  - Olympus University® training (visit olympusuniversity.com for complete details)

### Technical Assistance Center
- 24/7 technical phone support

### Uptime Protection & Shipping
- **Olympus Uptime Guarantee (next-day replacements guaranteed for eligible surgical products; only actual repair costs count toward contract consumption)**
- **Repair Turnaround & Shipping**
  - Next-day shipping (both directions)
  - Second-day shipping (both directions)

### Olympus Financial Services
- Available for Full Service and Shared Risk/Reward service agreements. Service for software products are not included in offerings listed above and require a separate service agreement.

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You’ve made a substantial investment in Olympus. Make sure it stays protected with Olympus Service Solutions. For more information, call 800-848-9024 or visit olympusamerica.com/ServiceSolutions today.
Olympus Service Solutions
Secure Your Investment

One good decision deserves another

You chose Olympus equipment for unsurpassed precision, handling and image quality. Choose Olympus Service Solutions and guarantee that your equipment continues to operate at the highest level.

Olympus Service Solutions provide the most cost-effective way to keep Olympus medical and surgical equipment performing like new, including a variety of service options designed to protect your investment—and your bottom line.

For the highest quality in the shortest amount of time, Olympus Service Solutions is your most effective choice.

ON-SITE SUPPORT SPECIALISTS
CONVENIENT REPAIR UPGRADES
FLEXIBLE SERVICE AGREEMENTS

For 100% performance, keep it 100% Olympus

As the original manufacturer, only Olympus is qualified to keep your equipment functioning at peak performance—day after day, year after year. Olympus is the only service provider that uses manufacturer-approved parts for Olympus equipment—critical to maintaining authentic Olympus feel and performance.

Reprocessing capabilities and claims are important. Only when equipment is repaired by Olympus can we guarantee our equipment-specific reprocessing claims stand true.

Peace of mind is critical

Having an effective service agreement in place for your Olympus equipment provides your staff with true peace of mind. Whichever agreement you choose, each is designed to minimize the risk of excessive repair expenses and even cooler down.

24/7 ONLINE REPAIR TRACKING
The Olympus Repair Services Web Portal (olympusamerica.com/ServicePortal) provides 24/7 online repair tracking and more through an easy-to-use customer website:
• Submit online service orders
• Track the status of your equipment repairs
• View 120-day repair histories
• View your equipment inventory
• Utilize pictorial estimates

YOUR SUPPORT NETWORK
Whenever you need them, the following professionals are available on a local and regional level:
• Endoscopy Support Specialists
• Field Service Engineers
• Technical Assistance Specialists
• Olympus Repair Technicians
• Customer Service Representatives
• Software Application Specialists

Flexible Agreements and Programs
CONTROL AGREEMENTS AND MAXIMIZE UPTIME

CONTROL COSTS
MAXIMIZE UPTIME

Olympus offers three competitively-priced service agreements designed to help protect your Olympus equipment investment. With these different options you can choose the solution that best meets your needs.

FULL SERVICE AGREEMENT
The Olympus Full Service Agreement is the most cost-effective way of keeping your Olympus equipment performing like new. Under our Full Service Agreement, a fixed annual price covers any and all equipment repairs.

SHARED RISK/REWARD SERVICE
The Value Service Agreement is a risk/reward program for customers who typically realize lower repair costs due to proper equipment care and handling.

FEE FOR SERVICE AGREEMENT
Created for customers who prefer to “pay as they go,” the Fee for Service Agreement is a flexible program that offers guaranteed savings without a fixed payment schedule.

ADVANCED REPLACE® PROGRAM
Because emergencies are impossible to predict, the Advanced Replace Program puts replacement Olympus equipment in your hands within 24 hours. All replacement equipment meets Olympus manufacturer specifications.

ExpressCare
An affordable service agreement that provides quick telescope replacements at a competitive cost—without a sacrifice in repair quality.
• ExpressCare telescope replacements are expedited within 24 hours
• Discounted pricing with no fees
• Fixed pricing for repair exchange

TELESCOPE UPGRADE PROGRAM
You may be ready for the latest technology but your capital budget isn’t. Put your non-Olympus telescopes on an Olympus Full Service contract and receive brand new Olympus ULTRA telescopes when a repair is needed.

Olympus Uptime Guarantee provides next day replacement equipment for Full Service Contract customers*

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