

Surgical Device and Instrument Repair

An overview of our services



Our repairs service is founded on the belief that all our Customers should be provided with a high quality alternative to device repair other than the Original Equipment Manufacturer, whilst also offering competitive pricing.

At STERIS Instrument Management Services we are dedicated to enabling patient safety and driving improvements in quality outcomes and efficiency across all our services

STERIS INSTRUMENT MANAGEMENT SERVICES, EMEA



STERIS Instrument Management Services offers Customers a complete end-to-end service and product portfolio working in complement with your surgical inventory requirements.

-  SURGICAL DEVICE REPAIR
-  SURGICAL INSTRUMENT REPAIR
-  SURGICAL INSTRUMENT STERILISATION AND DECONTAMINATION
-  SURGICAL INSTRUMENT SALES AND HEALTH CONSUMABLES



Surgical devices and instruments that we repair



Cost efficiency and quality

No such thing as standard

We are confident that we provide our Customers with some of the highest quality repairs of endoscopes and reusable surgical instruments in the UK. Our repairs undergo rigid testing using OEM validation test methodologies and quality assurances through accreditation and internal quality management processes, to provide you with the peace of mind as to the highest standard of repairs.

UK based repair centres and rapid turn around

As we are based in the UK our Customers benefit from quicker turn-around times meaning your instrument is out of service for a much shorter space of time.

We are committed to efficiency and quality on our Customers' behalf

By providing education and training on effective handling and maintenance of your surgical instruments we can help you extend the life of your surgical devices and assets, which in turn educates your clinical teams and manages expensive reoccurring repairs where they can be avoided.

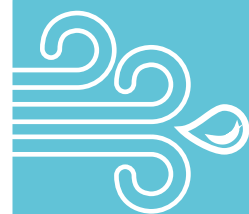
For flexible endoscope repairs we offer a loan service – please ask us for details.

Surgical instrument repair

We are dedicated to the manufacture, supply and repair of surgical instruments and medical equipment, which we undertake to the highest British Standards (ISO 9001 and ISO 13485).

Our standard turnaround for repairs is 5 days, for urgent repairs we can offer a 48 hour repair service. All repairs are documented throughout their repair cycle giving you full traceability at any point your instruments are with us from collection through to delivery.

Our Customer Service Representatives are available for advice and offer a free collection and delivery service across the U.K. In the instance this service is not available we work closely with reliable courier networks, so that your instruments are always in safe hands.



Ask us about our
Surgical Instrument
Sterilisation Service





Surgical Device Repair

We are the largest global provider of surgical device repair and part of a global end-to-end infection control and theatres solution.

We recognise the importance of the services we provide to clinicians and patients, that is why we ensure all the materials we use throughout our repairs process performs equivalently to those that would be used by the originating manufacturer, including; performance testing using the sterilisation and high level disinfection methods specified by the OEM.

We are also continually investing in new technologies and techniques to ensure we are developing our capabilities in line with industry expectations and enhancing our testing procedures.

At STERIS Instrument Management Services we have the technology and expertise to perform individual repairs through to refurbishments from all major manufacturers including: Stryker®, Linvatec®, Olympus®, Smith and Nephew (Dyonics®), Karl Storz®, Aesculap Surgical Instruments®, Heinz Waldrich Surgical Instruments® and Phoenix Surgical Instruments®

Just ask us for further information

Why STERIS Instrument Management Services for your instrument and device repairs?

There are numerous reasons as to why Customers choose to repair their surgical instruments and devices with us including: reliability, Industry leading capability and customer support, but it doesn't end there...



Our parts are of the highest quality manufactured to OEM (Originating Equipment Manufacturer) standards; ISO13485 and for instrument repair all surgical instrument stainless steel used conforms to BS EN ISO 7153-1:2001



For added reassurance all our instrument repairs are ISO13485 certified combined with a range of warranties on our repairs from 90 days to 12 months.



We offer inventory assessments and departmental evaluations that identify each touch point your device encounters throughout its usage cycle.



We can offer savings of up to 50% on an OEM repair for endoscopes.



Training and Education
Our new online educational platform is now live!

Available to all our Customers you can head over to

insight.steris-ims.co.uk

and register today!



UK based repair centres in Northamptonshire and Hertfordshire.

** Please speak to your sales representative to ensure these services are available in your territory.*



OUR REPAIR CENTRES

UK based repair centres in:
Northamptonshire and Hertfordshire
All repairs certified to ISO 13485
A range of warranties available

North America facilities in:
Birmingham, Alabama
Ft Lauderdale, Florida
St Louis, Missouri
Dallas, Texas
Stow, Ohio

Symbiotic relationship with multiple R&D departments within the STERIS global family



“ We can repair equipment that is no longer supported by the original manufacturer ”

Extending the life of your surgical device assets

We are confident in the quality of the parts we use for our repairs so much so, that we can effectively contribute to extending a device life whilst continuing to perform our repairs to the highest quality standards. This also includes equipment that is no longer supported by the original manufacturer (which can prevent hospitals from seeking alternate, economical solutions to a device repair), often resulting in healthcare providers having to make costly investments in new equipment unnecessary.

Endoscope repair

We use over 30 modern computer numerical control (CNC) machines in our repairs, employing specialist engineers who are all dedicated to ensuring parts and components used in your repair return your rigid endoscope to the original equipment manufacturer performance standards.

There is no other comparable service on the market to date that is able to provide this level of service directly in the UK. We make no compromise on replacement part quality, which has to meet the strictest quality standards to ensure it meets with the original specifications of the device

Repair of your Endoscopes

We consider the entire product life cycle including the sterile services process

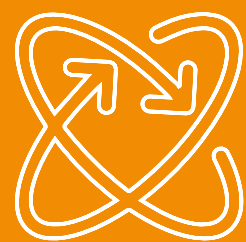
In order for an endoscope to be fit for an autoclave, it is essential that the repair process and replacement parts are able to withstand the heat and pressure of steam sterilisation. Key to this is utilising specific soldering techniques using silver, gold and metallised distal windows all of which we use at STERIS Instrument Management Services.

Continuous improvements optimising performance

After repair, the endoscope is sealed and humidity from the air outside the endoscope can condensate and result in degraded image quality for the clinician. This can happen when the endoscope is taken from a cold climate controlled operating room into a patient's body causing the trapped humidity to condense on the internal optical assembly. To remedy this, we use a laser weld to create a seamless connection, preventing contamination entry during the decontamination process and creating a more durable and lasting bond between the parts ensuring the longevity of the scope.

Did you know? the average video scope contains approximately 500 component parts?

Lack of critical replacement components and inferior repair techniques can compromise the durability of your surgical instruments and devices which can ultimately compromise patient safety.



Ask us for our Quick Reference Guide to troubleshooting your rigid endoscope

We provide the highest standard in quality assurance for all the devices you commit to our care.



STERIS Instrument Management Services Repairs Customer Charter

The STERIS Instrument Management Services Customer Charter is a set of standards that outline what our Customers can expect from us and what we will strive to always deliver.

Safety – At the forefront of everything we do is the safety of your patients. Safety defines the processes, parts and resources that we use to ensure we provide the highest standard in quality assurance for all the devices you commit to our care.

Longevity – We recognise the investments you make in your surgical devices, that’s why we can repair equipment that is no longer supported by the original manufacture, keeping it in service, while retaining the same safety and performance characteristics. All our repairs come with a range of warranties. Just ask us for details.

Savings – We can typically offer savings of up to 50% when compared to an OEM repair, and, any repairs we make will not compromise warranties, in fact, we can extend the life of your devices maximising the life of your surgical assets.

Assurance – Our repair centres are UK based. We welcome visits from our Customers. Contact us for further information

Education – By providing education and training on effective handling of your surgical devices, we can help you not only extend the life of your surgical assets but reduce costs associated with common or avoidable repairs.

SAVING UP TO
50%
FOR ALL OUR CUSTOMERS

The financial impact of surgical device repair

The cost of surgical device repair for the NHS is significant with an estimated £50m a year for endoscope repair alone. Acute Trusts are continuing to face challenges in identifying the safest and most cost effective routes to service patient needs in their theatres and clinics, harnessing the opportunities afforded by medical engineering and technology devices to significantly improve the lives of their patients.

At STERIS Instrument Management Services we recognise that our combined expertise and capability in instrument repair can also save our Customers up to 50% when compared to the Originating Equipment Manufacturers*

(Source : based on our Customer data sample 2016)

CONTACT US

Why choose us?

Your Customer experience is important to us, that's why at STERIS Instrument Management Services we take a different approach to conducting business with you. We go beyond the more traditional expectations of a supplier relationship and instead develop a trusted and reliable partnership with you.

For further information

There are a number of ways in which you can find out more about working with the leaders in surgical instrument and device management.

You can call us on:

 03452 414747

You can email us:

 sterisims.enquiries@steris.com

Not quite ready to pick up the phone just yet?

No problem! you can visit our website at:

 www.steris-ims.co.uk

Or visit one of our channels

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