

Earning your trust with
every scope we repair.





Total Scope, Inc.

The Leader in Medical Device Repair



An ISO 13485 Company

800-471-2255 • 17 Creek Parkway, Boothwyn PA 19061 • www.totalscopeinc.com • fax: 800-448-2680



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INDUSTRY LEADERS IN THE REPAIR OF:

- Flexible Endoscopes
- Surgical Cameras/Couplers
- Rigid Endoscopes

FAST, FRIENDLY, QUALITY SERVICE

- 93% Customer Satisfaction Rate
- < 1% of our repaired equipment comes back under warranty
- 90% Same Day Turn Time on Minor Repairs
- Saturday Service on Minor Repairs, Have your scope back Monday Morning
- Loaners Available

PRICING

- Less Expensive, Guaranteed! We will beat any competitor's pricing
- 50-80% Less expensive than the manufacturer



In-Service Training Seminars • SGNA Continuing Education Credits Offered • Free Shipping

Total Scope vs. Your OEM – Why use Total Scope?



FASTEST TURNAROUND TIME IN THE INDUSTRY

- 90% of minor repairs repaired the SAME DAY
- Only 3-5 days for major repairs
- Free loaners at your request

Many OEMs will generally take between 7 and 10 days for minor repairs and up to 30 days for major repairs.

LOWEST PRICE GUARANTEE

- Rest assured – you're paying the lowest possible repair price with us
- We'll beat any third party bid

OEM repair costs will generally be up to 85% more expensive than our fees.

CERTIFIED QUALITY WORKMANSHIP

- Our ISO 13485 certification = strict adherence to quality assurance standards set by a certifying body equivalent to JCAHO
- Only third-party repair facility in the NATION with this certification and standard of quality

An inevitable conflict of interest exists when a company sells and repairs equipment. How can you be sure of service excellence if increasing capital equipment sales is the OEM's corporate responsibility to its shareholders?

TOP-NOTCH CUSTOMER SERVICE

- Always get a live voice to answer your questions
- Open on Saturdays
- Free shipping both ways

Your OEM won't be open on Saturdays, adding to your turnaround time – and you'll be forced to deal with an automated system when you call.

BEST REPAIR CAPABILITIES IN THE INDUSTRY

- No such thing as an obsolete scope
- You choose when to retire your inventory, NOT the manufacturer
- We repair all makes and models – deal with one vendor for everything

Your OEM will designate endoscopes as obsolete ("end of life") and will stop repairing them to increase sales of the newer model. Also, they can only repair their own equipment, so you'll likely be forced to manage multiple vendor relationships.

TOTAL SCOPE UNIVERSITY

- FREE educational seminars
- Continuing education credits
- Ultimate in convenience – we come out to you whenever you need us

Your OEM offers continuing education courses – but only at set times and locations, and for a fee.

Why ISO 13485 Matters to You



ISO 13485 is a quality standard specific to medical devices



Annual audits and triennial recertifications ensure high quality



Extensively documented and maintained procedures



Like JCAHO certification – thorough and difficult but important

Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 13485: 2003

This is to certify that
[Name]
Creek Parkway
Boothwyn
Pennsylvania
19061
USA

Meets Certificate No. FM 13758
and complies with the requirements of ISO 13485: 2003 for the following

Services, repair, and maintenance of medical instrumentation.

This certificate is traceable to this clients original registration certificate Number
04105 01044 dated August 15, 2000 and issued by TUV CERT Certification Body of
Rheinisch-Westfälischer TÜV e.V.


President, BSI Management Systems America, Inc.

Originally registered: 04/29/2003

Expiry Date: 05/30/2010

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This certificate remains the property of BSI and shall be returned immediately upon request.
An electronic certificate can be authenticated online. Printed copies can be validated at www.bsi-global.com.
To be read in conjunction with the scope above or the attached appendix.
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA