



AESCULAP TECHNICAL SERVICE
COMPETENCE. SUPPORT. SOLUTIONS.



WE PROTECT AND IMPROVE PEOPLE'S HEALTH
ALL AROUND THE WORLD



AESCULAP TECHNICAL SERVICE

Competence. Support. Solutions.

Welcome to the Technical Service.

Our core business is surgical equipment, so we know a thing or two. And we also apply this knowledge to our technical service.

Our aim is to actively help you design operating theater and central sterilization processes smoothly, efficiently and without interruptions.

In doing so, we pay just as much attention to patient well-being as we do to the economic efficiency that is vital these

days. We know that both aspects dictate your daily routine in the hospital and have integrated solutions prepared for you that can reduce technical interruptions and make the equipment purchased remain functional in the long term.

In this brochure we want to explain to you what our technical service can do for you, how you can benefit from it, what it means for us and why we are an ideal service partner for hospitals.



DR. JOACHIM SCHULZ
Chairman of the
Executive Board



STEFAN SCHNEKENBURGER
Vice President
Supply Chain Management



RONGEUR FORCEPS
BEFORE REPAIR



AFTER REPAIR

AS GOOD AS NEW

Protect value, in the long term and sustainably

The value of the equipment used in an operating theater is often underestimated. The same applies for the stresses and strains that surgical instruments, for example, are exposed to every day.

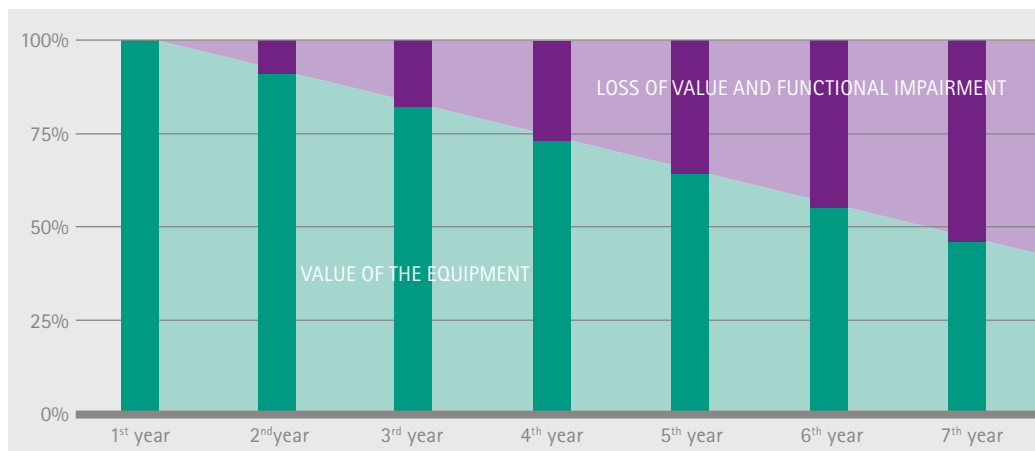
Despite the use of high quality materials, frequent cleaning, disinfection, sterilization and use in the OR often lead to unnoticed but constant wear and tear and therefore to a gradual loss of value.

Correct use, preparation and care of the equipment slows the process significantly. If this is supplemented by regular and correct inspections by the hospital

staff as part of everyday clinical routine, the level of wear can be detected and counterbalanced by a specialist repair.^{*)}

Gradual wear and tear without countermeasures can however lead to irreparable damage to the equipment. This leads to high reinvestment costs.

Regular maintenance counteracts the loss of value and is an investment that very often costs a lot less than the real loss. In this way, expensive replacement can be delayed for years.



^{*)} Experience based on inventory inspections carried out at hospitals with and without value preservation contracts (internal data).



OUR COMMITMENT: MANUFACTURER QUALITY

We know our products

That means that your equipment is in the best possible hands with us. Our technicians, mechanics and engineers are trained at our production sites. They have several years of experience and are characterized by their craftsmanship above all.

Functionality, safety and model consistency are our main aims for maintenance as well. We only use original Aesculap spare parts, whether they are hard metal inlays, ball bearings or an electronic component.

Product and service-specific test equipment and a full inspection ensure quality and provide a level of repair that makes the products almost as good as new.

Naturally, our technical service is subject to the same strict Aesculap quality standards and internal regulations as our ISO 13485 certified production sites.





SERVICING IS ALWAYS A GOOD AND WORTHWHILE INVESTMENT
FOR HIGH QUALITY PRODUCTS FOR YEARS TO COME

OUR PLEDGE: TO PROACTIVE REPAIR

Not just to restore functionality

Initially, high quality materials are used, such as extremely corrosion-resistant steel selected especially for use in the OR, modern plastics that withstand constant stresses, or particularly robust and light metals, such as titanium, for our surgical motor systems.

As a result, we produce top quality medical devices at Aesculap. The aim of our maintenance services is to counteract wear and tear or to prevent it from occurring. We have the same high Aesculap requirements as our production sites.

Simply making a product functional again is not good enough for us. Maintenance is always done in a way that protects the material, ensures model consistency and is proactive. Surface treatment is part of this process for us for hygienic reasons.

At the ATS we are happy to see our products again regularly and be able to repair them. For us, longevity is a sign of our quality requirements in action and represents sustainable economies.





IF YOU NEED US ON-SITE,
WE'RE HAPPY TO COME TO YOU



WORKING TOGETHER

On your side

Numerous factors can result in an operation not taking place. A technical fault in the surgical equipment should not be one of them. Therefore, our services have an overriding aim: To proactively prevent interruptions. However, if a malfunction does occur than we efficiently supply a solution to quickly fill the gap.

FAST TRAIL | Receive fast, first class manufacturer quality, with a simple replacement. If it is urgent, we even deliver in advance. In this way we ensure that the OR does not stop.

SAFE TRAIL | Our maintenance with 12 months' functional warranty. In combination with our "Fast Trail" exchange program, it provides a quick, trouble-free solution.





Aesculap
Consulting



ELSA
loan service



Aesculap
Academy

WHAT CAN WE DO FOR YOU?

Other services

AESCULAP CONSULTING

We bring our know-how on the core processes in the OR and central sterilization to create more efficient and safer processes. Contact us so we can work out your optimization potential together.

AESCULAP ACADEMY

A wide range of training courses, knowledge transfer and events on clinical routine, whether it be management, in the OR, in central sterilization or in the administrative departments.

AESCULAP EUROPEAN LOAN SERVICE - ELSA

We are happy to loan you rarely used equipment, mainly for orthopedics and spinal surgery, as well as loan services for trial purposes or for bridging the service time.





SERVICE INTERNATIONAL

We are where you need us

Our technical service employees are trained by the headquarters in Tuttlingen and are supervised and managed throughout the learning curve until they are able to provide our maintenance services.

Regular advanced training courses ensure that our technicians remain up-to-date.

We ensure the quality of our technical service worldwide through established service processes, active communication and the use of our information platform for technical employees. As a result, the Aesculap service team works according to the same principles worldwide.

Naturally only original Aesculap spare parts are used – regardless of the site that services your devices.

Please contact ats@aesculap.de to find out where your nearest service point is.



AESFULAP® – a B. Braun brand

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