

OEM Repair Quality with a
Higher-Level of Accountability
and Lower Cost.

MEDIQUE

www.mediquemed.com

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Look at the Facts...
You'll choose NIS.

Northfield's Repair Management Program is structured to provide you with an increased level of accountability and produce savings in time and cost. We guarantee our repairs and your complete satisfaction. Period.

About Us

- Established in 1994, our experienced technicians have repaired tens of thousands of instruments from every major surgical specialty.
- We successfully serve over 800 Hospitals and Surgery Centers in 30 states.
- NIS' Information System produces specific data from each repair. We save you time and money by proactively assisting in managing your repair program.
- Our turn times are the industry benchmark... 2 to 4 days for most repairs. Your valuable assets are returned to service quickly.
- Service Loaners include; Flexible and Rigid Endoscopes, Powered Instruments, Phaco Handpieces, and Video Equipment. There is no charge for this service.
- Utilizing repair data from your facility, NIS provides instrument specific instructional programs designed to proactively reduce repair costs. Working within your protocol, we discuss instrument design, function, limits of use, and provide training on preventive maintenance and repair.

Controlling tomorrow's repair cost today!



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Repair Capabilities

Albarran Bridge	Headlights	Resectoscopes
Acetabular Reamers	Headlight Cords	Retractors
Air Hoses	Hemostats	Rhinolaryngoscopes
Anspach Systems	Hysteroscopes	Rigid Scopes
Arthroscopic Instruments	Infusion Pumps	Rongeurs
Arthroscopic Shavers	Intubation Scopes	Sarns Saws
Batteries	Irrigators	Scissors
Bipolar Cords	Kidney Clamps	Semi-rigid Endoscopes
Bipolar Forceps	Kleppinger Forceps	Sigmoidoscopes
Bifurcated Light Cords	Laparoscopes	Sinus Scopes
Biopsy Forceps	Laparoscopic Instruments	SPO2 Products
Bookwalter Systems	Lecturescopes	TEE Probes
Bovie Cords	Light Sources	Telemetry
Bronchoscopes	Manometers	Trocars
Camera Couplers	Micro Instruments	Trays (instrument)
Camera Heads	Midas Rex Equipment	Towel Clamps
Castroviejo Forceps	Modules	Ultrasound Probes
Choledochoscopes	Monopolar Cords	Ureteroscopes
Colonoscopes	MPC Scissors	Video Cables
Cranial Drills	Nasal Speculums	Video Cameras
Cryo Handpieces	Needle Holders	Video Consoles
Cryostat Knives	Needle Scopes	Video Couplers
Curettes	Nephroscopes	Video Printers
Cystoscopes	Neurodrivers	Yellow Fin Leg Positioners
Dental Handpieces	Obturators	
Dermatomes	OR Table Accessories	
Diamond Knives	Oscillating Saws	
Drills	Osteotomes	
Duodenoscopes	Oxygen Blenders	
ECG/EKG Cables	Phaco Handpieces	
Electrosurgical Cords	Pin Cutters	
Fetal Transducers	Power Cables	
Fiberoptic Cables	Power Drills	
Gastrosopes	Power Drivers	
Graspers	Power Equipment	
Grieshaber Instruments	Rasps	
Handles	Reamers	
Harmonic Scalpels	Rechargeable Batteries	

"Northfield has saved us in OEM repairs a good 40% over the past year compared to the previous year. They have been instrumental in training staff in our Surgery, G.I. and Pulmonary Suites in the proper handling, storage, and cleaning of flexible scopes. Last year our normal repair was due to massive fluid intrusion of a scope. Over the last 6 months, with the assistance of Northfield, we have all but eliminated this cause of repair."

William R. Rea
Manager Clinical Engineering
St. Agnes Hospital, Baltimore, Maryland

Flexible Endoscopes

Northfield technicians have been instrumental in the design and development of numerous components and repair techniques used throughout the service industry today. With our dedication and attention to detail, you know your scope is being repaired by industry experts.

Program Highlights

- › Each scope received undergoes a comprehensive multi-level inspection process.
- › We service large and small diameter scopes from most major manufacturers.
- › Replacement parts and materials are tracked by lot number and by scope. This information is backed up and archived indefinitely.
- › Ongoing research and development has resulted in over 130 distinct categories of repair and refurbishment.
- › Each repaired scope must pass our comprehensive QC inspection performed by three separate departments.
- › 6 month Warranty against defects in Materials and Workmanship.

- › Bronchoscopes
- › Colonoscopes
- › Choledochoscopes
- › Duodenoscopes
- › ERCP Scopes
- › Gastrosopes
- › Sigmoidoscopes

"Northfield has repaired literally thousands of instruments and hundreds of rigid and flexible scopes for us. We have found their repairs to be of equal quality to the original manufacturer with faster turn times and lower costs. They take a genuine interest in lowering our costs, and I would highly recommend them to anyone."

Cheri Blevins, RN
Surgical Services Manager
Lewis-Gale Medical Center, Salem, Virginia

Rigid and Specialty Scopes

Each rigid and specialty endoscope received undergoes a complete multi-function inspection process. Our technicians restore your scope to original standards using only German made optical components.

Program Highlights

- We use German made optical components and component assemblies that meet or exceed OEM standards.
- Only FDA approved USP Class 6 epoxants are used. All objective lenses are sealed with an epoxant rated at 400 degrees Fahrenheit.
- Each Scope is evaluated for proper Length, Field of View (FOV), and Angle of View (AOV) to insure replacement lenses and assemblies meet original specification.
- Digital photos record each incoming and outgoing image. These photos are included on the NIS service summary that accompanies each returned scope.
- Most repairs are completed within 48 hours of receipt. Operating Laparoscopes and refiber work may take longer.
- An extensive Quality Inspection that includes Leak Tests, Condensation Tests, Shock Tests, Fine Focus, and Photometer Tests that insure proper light output follows each repair.
- 12 month Warranty against defects in Materials and Workmanship.



- Arthroscopes
- Cystoscopes
- Laparoscopes
- Operating Laparoscopes
- Resectoscopes
- Sinus Scopes
- Ureteroscopes

Rigid Endoscope Service Summary



Rigid Endoscope Service Summary

We record incoming and outgoing images and post-repair details of each Rigid Endoscope serviced. This detailed report accompanies each repaired endoscope and is a visual indicator of our quality of repair.

Endoscopic Video Equipment

Camera OEM's do not manufacture the vast majority of the components in their cameras. Principal parts such as prisms and cables are purchased from outside sources. We use these and similar sources for our repair components.

Program Highlights

- › All cameras undergo a series of performance tests to determine control functions, electrical performance, safety, and image quality.
- › Camera couplers with leakage or mechanical problems can be repaired. We calibrate alignment, focus, seal, test, and restore couplers to "as new" condition.
- › Repaired cameras are compared to new OEM units for performance prior to entering two final quality assurance tests.
- › We use state of the art laser welders, molding machines and etchers to assure quality in our repairs that is second to none. Cameras are tracked by serial number, model and date as well as the repair that was completed on each.
- › 90 day Warranty against defects in Materials and Workmanship.



- › Camera Heads
- › Camera Consoles
- › Camera Cables
- › Couplers
- › Light Sources
- › Olympus Monitors & Video Printers

"Our partnership with Northfield Instrument Services has resulted in a reduction of repair costs with total savings in the thousands of dollars. Northfield's quality of repair is outstanding and I would recommend their services to anyone."

Michael Hicks
Director of Materials Management
Augusta Medical Center, Fishersville, Virginia





Powered Surgical Equipment

The condition of O-rings, Bearings, Gears, Springs, Blades, Collets, and Switches are inspected for excessive wear and corrosion with each Powered Surgical Instrument we receive. Repair costs are based on only the parts and labor required to restore your instrument to OEM performance standards.

Program Highlights

- › We restore handpieces and attachments that have been deemed obsolete and are no longer serviced by the OEM.
- › Diagnostic checks include revolutions or strokes per minute and instrument torque is measured at various RPM or SPM. Readouts are then compared to OEM standards and your instrument is brought into compliance.
- › The instrument's temperature is evaluated. We search for hot spots that indicate future bearing failure. Push In/Pull Out Forces are measured to evaluate the force required to install and remove burrs and blades.
- › We repair related attachments such as Burr Guards, Chucks, Collets and Air Hoses. Selected Batteries can be refurbished as well.
- › Most repairs are completed within 72 hours of receipt.
- › 90 day Warranty against defects in Materials and Workmanship.

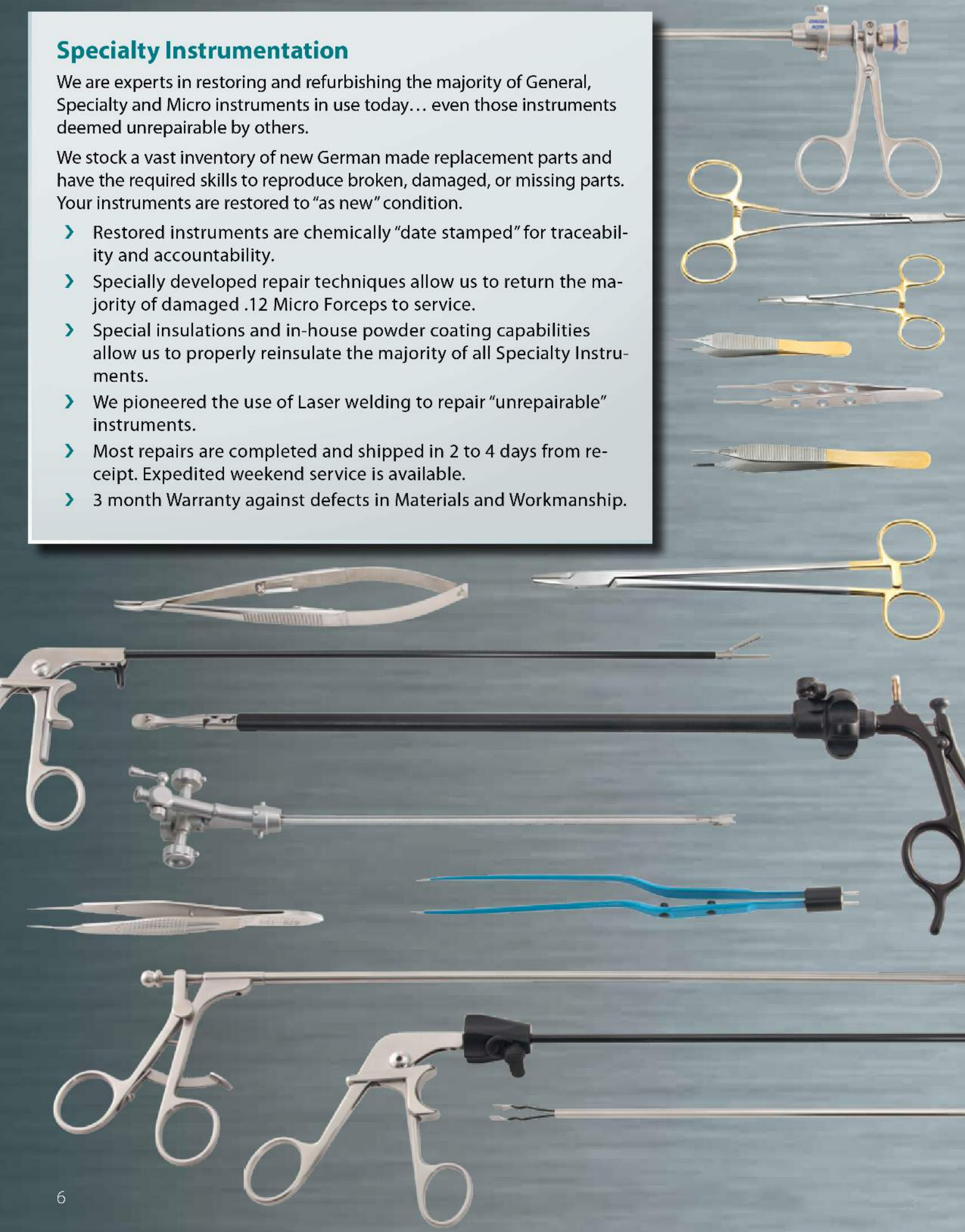
- › Powered Drills
- › Drill/Reamers
- › Reciprocating Saws
- › Oscillating Saws
- › Sagittal Saws
- › Sternum Saws
- › Wire Drivers
- › Dermatomes
- › Micro Drills
- › Micro Saws
- › Trauma Drills
- › Shavers
- › Cast Cutters
- › Dental Handpieces

Specialty Instrumentation

We are experts in restoring and refurbishing the majority of General, Specialty and Micro instruments in use today... even those instruments deemed unrepairable by others.

We stock a vast inventory of new German made replacement parts and have the required skills to reproduce broken, damaged, or missing parts. Your instruments are restored to "as new" condition.

- Restored instruments are chemically "date stamped" for traceability and accountability.
- Specially developed repair techniques allow us to return the majority of damaged .12 Micro Forceps to service.
- Special insulations and in-house powder coating capabilities allow us to properly reinsulate the majority of all Specialty Instruments.
- We pioneered the use of Laser welding to repair "unrepairable" instruments.
- Most repairs are completed and shipped in 2 to 4 days from receipt. Expedited weekend service is available.
- 3 month Warranty against defects in Materials and Workmanship.



Phaco Handpieces and Harmonic Scalpels

All Phaco Handpieces and Harmonic Scalpels received for repair are completely overhauled. We use only new replacement parts that meet or exceed OEM standards. We service Phaco Handpieces manufactured by Alcon, Bausch & Lomb, Allergan (AMO) and others.

- › Repairs are completed and returned to you within 48 hours of receipt.
- › Handpieces are calibrated and tested on OEM equipment to insure proper function.
- › 90 day Warranty against defects in Materials and Workmanship

Our Repair Program
builds true traceability
and accountability into
each instrument serviced.

"We would rate Northfield as one of our most trusted vendors. They have provided our hospital with consistent and reliable service and we can see no difference in the quality of their repairs versus any of the original equipment manufacturers. I would highly recommend their services to every hospital and surgery center."

Milan Seifert
BMET Supervisor
INOVA Fairfax Hospital, Falls Church, Virginia

Educational Opportunities

To truly lower your repair cost, an additional understanding of instrument function, limits of use and care and handling techniques are required. Our educational offerings are another component of our proactive approach to reducing your repair cost.

Program Highlights

- › Data collected by our web based information system from each repair transaction allows us to identify and address preventable repair issues rapidly.
- › Our Care and Handling Programs will reduce repairs of Flexible Endoscopes, Rigid Endoscopes, Pneumatic Instruments, Laparoscopic Instrumentation and Specialty Instruments.
- › Program topics include the identification of instrument components, instrument design, preventive maintenance, repair prevention and care and handling techniques.
- › Educational Events are scheduled with input from department or specialty managers and typically include all management and staff .
- › Our Programs are an invaluable component of NIS's comprehensive solution to reducing repairs and repair related costs.



"Northfield Instrument Services has proven that their interests are to provide exceptional customer service, quality workmanship and more importantly reliability. NIS has helped our facility drive down cost in other ways, such as offering inservices that educate the staff to properly care and handle instrumentation to reduce repair costs..."

K. D.
Sterile Processing Lead Technician
South Lake Hospital

Northfield's proactive approach in reducing preventable repairs produces savings in both time and cost.



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