

Rigid Endoscope Repairs

Murray Surgical offer an excellent Rigid Endoscope Repair service alongside our partner, Surgical Holdings who utilise all the latest technologies used in Optical Repair, including laser welding and the latest soldering techniques to ensure we offer the highest quality scope repairs,

Our repair Partners, Surgical Holdings, are ISO 9001 and ISO 13485 accredited.

European parts are used to ensure the longevity of your endoscope repair.

Trained technicians work through a repair report, and calibrated equipment sets your endoscope up so that it works to its optimum ability.

Laser welding is utilised for shafts and sealing where appropriate

A full breakdown and summary report of the endoscope repair work carried out is provided.

Reverse engineering is utilised, through Surgical Holdings engineering workshop to manufacture parts for the latest models of scopes where required.

Parts are stocked for manufacturers such as Storz, Wolf, Olympus, Aesculap, and all parts have full traceability through our ISO 13485 accredited quality system.

Manufacturer's optical specification is followed to ensure the original quality of the scope is maintained, using high quality compatible parts. Any manufacturers or CE marks are retained.

Our process

1. Scope booked into database for traceability, s/n, make and model.
2. Photo is taken down the scope to assess condition.
3. Lenses are stripped; condition of each optical component inspected.
4. All components microscopically inspected to ensure fully working.
5. Broken parts replaced and all original components cleaned.
6. Scope undergoes range of stringent tests - another photo is taken.
7. Endoscope is packed and sent with a detailed customer report.

Warranty, Turnaround time and cost.

Every scope repair enjoys a full 12 month warranty. We commit to a 10 working day turnaround time. We have a flat rate fee of €672 *. For this fee the following work will be covered.

Clean and Service, covering cleaning and rebuilding system, adjusting system.

Closing the scope and sealing .

Quality checking field of view, final autoclave and in/out images.

Repairs typically include replacement of broken lenses, objective and replacement of fibre (including tubing)

* Excluding VAT at 13.5%

Frequently asked Questions

Can you repair endoscopes from other manufacturers?

Yes we offer Storz scope repair, Olympus scope repair, Wolf scope repair, Aesculap scope repair and also repair endoscopes from many other manufacturers.

Can CE marking on rigid scopes be invalidated?

CE is not a sign of device quality, it is a sign of compliance with the essential requirements 93/42/EEC.

CE marking shows that the manufacturer has checked that these products meet EU Safety, Health or environmental requirements.

We repair scopes using compatible parts, maintaining any traceability marks, using appropriately skilled technicians and following the OEM specification. Scopes are tested to ensure they are performing correctly to this specification, therefore the scope still meets the CE marking requirements after repair.

All Spare parts are compatible and are to the correct specification and quality for the scope we are repairing. Our scopes are tested and verified after repair to confirm that they are working to our repaired standards. A report is used with this.

Patient safety may be compromised if something went wrong during a procedure using third party repaired scopes.

Surgical Holdings have their quality system approved to ISO 13485 for repairs. The main potential quality issue with scopes is the distal sealing system. We can confirm that we follow the OEM's distal sealing mechanisms i.e. if they utilise a soldered window – we follow the original specification. We also offer laser welding on shafts

What are our legal liabilities with regard to using third party telescope repairs?

In the very unlikely event of an endoscope that we have repaired being involved in an adverse incident and that the incident was related to the repair that we had carried out, we are happy to reassure you that we are fully insured to the recommended level. We can forward a copy of our policy documents to anyone that wishes to see them.

We receive a brand new Telescope with a year's warranty on our current repair/replace agreement so why repair?

We offer a year's warranty on all our repairs. The repair is much cheaper than an OEM repair replacement, so there is no benefit to having a repair/replacement scope, as all our repairs are done to OEM specification.