

Service from the Manufacturer – Available, Accessible Continuous Support



Olympus Service

Why Service?

Your company has invested in Olympus equipment to fulfill your daily-work requirements.

Olympus Service can help to:

- Reduce shutdown times
- Increase the availability of your equipment
- Protect your investments
- Reduce the risk of unexpected expenses

Olympus offers a wide range of services designed to reduce cost of ownership and ensure the availability of your equipment through our network of Regional Repair Centres and Field Service Engineers.

Olympus Proven Service Quality

Our service facilities operate at the highest level of quality and

our technicians undertake continuous training.

Our regional repair centres are ISO 9001, ISO 13485 and ISO 17025* certified. All services are carried out to the manufacturer's specification and use Olympus original parts.



Track Record of Technical Excellence

Since Olympus was founded in Japan in 1919, it has become a leading manufacturer of innovative optical and digital equipment for the healthcare, industrial, scientific and consumer electronics sectors. For over 90 years we have led the way in designing endoscopy and microscopy products, medical and industrial equipment, as well as cameras and voice recorders.



Wide range of services

i Information Area

Get in Touch

Choose the ideal service solution for your specific environment and benefit from consistently high service quality. Besides standard services, Olympus offers various additional services to meet individual demands. More details are available from your Olympus sales or service partner.

Customer Service

Olympus Customer Service provides convenient telephone support via a dedicated hotline. A team of operators provides immediate assistance for general queries or can quickly refer callers to the relevant Olympus specialist.

Service Contracts

Our service contracts support your daily work, ensuring the smooth running of your Olympus assets, including proactive calibration recalls. Our contracts can help you plan and limit the service costs as well as reducing administrative work.

For enquires – contact: www.olympus.eu/ssd-servicesolutions

Our Service Portfolio



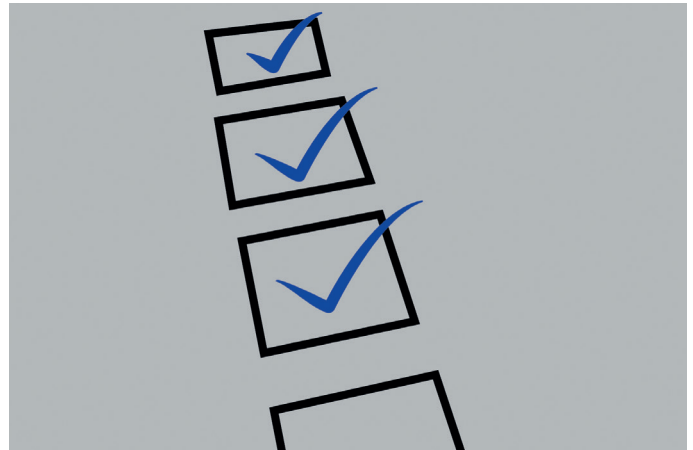
Corrective Maintenance

Corrective maintenance, our traditional service offering, ensures your Olympus equipment delivers quality, reliability and long-term value. Reducing downtime, all repairs are conducted by experienced, fully qualified technical staff using only genuine Olympus parts. This provides savings on long-term repair costs by minimising repeated faults through high quality repairs that meet the Original Equipment Manufacturer (OEM) specifications. We deliver service support for several years after product discontinuation from sale, enabling you to rest assured of future operation.



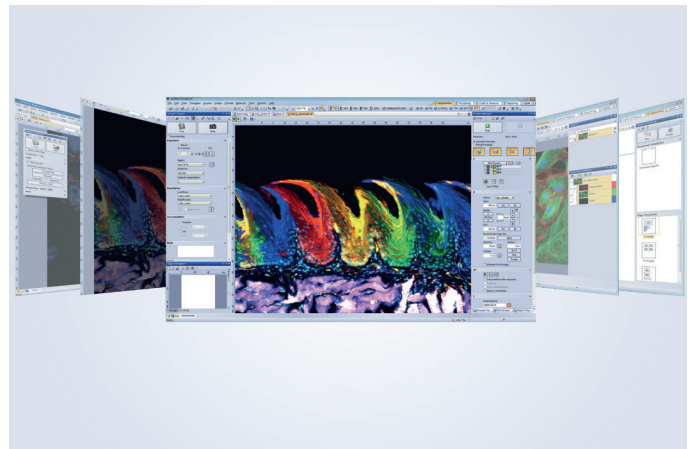
Preventive Maintenance

Preventive maintenance maximizes your equipment uptime whilst minimizing long-term costs through correction of minor defects before they require major repairs. Annual maintenance of Microscopes, Remote Visual Inspection, Non Destructive Testing, and Analytical Instrumentation products can be combined with a range of calibration activities onsite by our field service engineers to further reduce downtime and protect your investments in the long term. Our customers also receive comprehensive technical documentation verifying the condition of the equipment.



Software Updates and Upgrades

Software updates and upgrades ensure that your instrument operating systems run at optimum potential and deliver you the best performance possible. New software, firmware features, and add-ons we develop unlock the latest innovations to enhance your application capabilities, translating to increased productivity and confidence in results.



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Calibration

Olympus products are designed to exceed the highest industry standards, such as EN12668-1 and ISO18563-1. To ensure that your instruments continue to meet these demanding standards we offer full calibration services to the highest possible accreditation standard, ISO17025*. All of our calibration packages ensure you can have complete confidence in your data by incorporating a series of operational and performance qualification tests to meet the Original Equipment Manufacturer (OEM) specifications in addition to the relevant industry standards. Performed by our highly qualified technicians, these certify the reliable and safe operation of Olympus equipment and enhance work safety. Microscope calibrations are carried out as per OEM specification or as per an ASCAM calibration procedure developed in cooperation with the National Physical Laboratory, UK.



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Training

All users of our equipment benefit from our relevant, professional coaching. Instruction and guidance on correct use along with reinforcing practical knowledge results in increased efficiency, reduces inadvertent damage and downtime, and delivers maximum return for your investment.



For more Information:

www.olympus.eu/ssd-servicesolutions

This brochure illustrates the portfolio of principle services available from Olympus. Not all services are available for all products.

- *ISO17025 accredited services only provided in Olympus Czech Group and Olympus KeyMed Regional Repair Centres. Please refer to the Olympus, CIA or UKAS web sites for list of accredited services provided.
- OLYMPUS CORPORATION is ISO9001/ISO14001 certified.
- Illumination devices for microscopes have suggested lifetimes. Periodic inspection is required. Please visit our website for details.
- All company and product names are registered trademarks and/or trademarks of their respective owners.
- Images on the PC monitors are simulated.
- Specifications and appearances are subject to change without any notice or obligation on the part of the manufacturer.

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