



SMART REPAIR

SURGIFIX  
ONLINE PORTAL

## SMART REPAIR

Service for Instruments, Endoscopes,  
Power Tools, and Full Set Refurbishment



Proud to be a family-run  
British company

[surgicalholdings.co.uk](https://surgicalholdings.co.uk)

## Contents

Introduction\_3

SMART REPAIR\_4

What is SMART REPAIR?\_5

The Benefits of SMART REPAIR\_6-7

Repair or Replace Promise\_8-10

Power Tool Repair\_11

SMART REPAIR Process\_12

Surgifix Repair Portal\_13

Our Most Commonly Repaired  
Instruments\_14-15

Visit us for a Workshop Tour\_16

Endoscope Audits\_17

CPD Training Procedures\_18

CPD Accredited Webinars\_19

Endoscope Repair\_20

Endoscope Re-fibre\_21

Bookwalter® Servicing and Repairs\_21

Instrument Refurbishment\_22

Our Services\_23



WE ALL HAVE AN  
**ETHICAL DUTY**  
**TO REFURBISH**  
OUR MEDICAL INSTRUMENTS

If you have any questions about the issues raised in this booklet,  
please contact your Surgical Holdings representative for  
more information on +44 (0)1702 602050

This booklet has been compiled to help theatres and sterile services manage the storage and care of surgical instruments in an organised, safe and efficient way, with optimal cleaning efficacy.

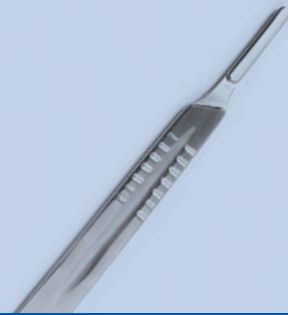
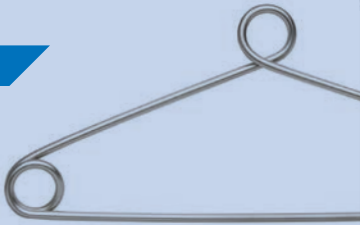
---

Surgical Holdings' is a family business based in Southend-on-Sea, close to London and 5 minutes from Southend Airport. We are accredited to ISO 13485.



**We understand that problems with instrumentation including breakages, disorganisation and issues with washing and sterilisation can be expensive and cause frustrating delays.**

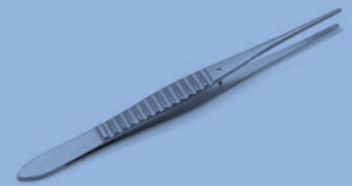
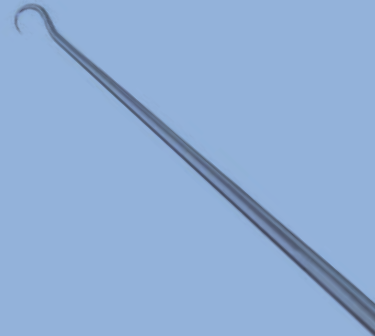
This guide will provide some useful solutions to help best manage these valuable assets, and help prevent unnecessary expenditure.



SMART REPAIR

SURGIFIX  
ONLINE PORTAL

Surgical Holdings have the very highest standards of repair and our quality is second to none



## What is SMART REPAIR?

Our service is the SMART choice - rather than incurring spikes in cost as instruments reach the end of their life, Surgical Holdings will identify those and replace them for the same price as the repair. Customers always know what they're paying, and never get unexpected bills.

We repair instruments to BS5194 where possible, OEM specification in accordance with the recommendations laid out in MHRA 'Managing Medical Devices,' ensuring CE marking remains valid.

### What Do Customers Get With SMART REPAIR?



#### ONLINE PORTAL

Book, manage and monitor repairs online. Direct access to communicate with the repair team keeps customers up-to-date with the progress of their repairs.



#### REPAIRED

High quality materials are used, providing full traceability as every part is recorded. Replacing instruments is avoided wherever possible.



#### TESTED

Independent testing helps benchmark repairs against industry standards.



#### UPCYCLED

If an instrument is not to our high standards or we can't repair it, we will replace it with a brand new one for the cost of a repair\*. This ensures continual upcycling of instrument trays.



#### MARKED

Instruments can be laser marked, encoded and GS1 2D matrix marked at the same time as a repair.



#### ACCREDITED

Repairs are ISO13485 accredited.



#### GUARANTEED

Customers receive an industry leading 18 months warranty as standard on all instrument repairs.



#### INSURED

We carry full product, professional liability and transit insurance.



#### DELIVERED

Standard turnaround times are 1 week, an express 2 day service is available.



#### LIFE COST SAVINGS

Instruments are covered for life and will be repaired as many times as needed. This gives exceptional value for money over the lifetime of instruments.

## The Benefits of SMART REPAIR



Our technicians carry out a minimum apprenticeship of 5 years – being some of the most skilled in the country

Instrument repairs elsewhere may be cheaper, however, the quality of SMART REPAIR is second to none. Our technicians are trained to manufacture instruments rather than simply repair them.

We repair instruments to 'as new' condition as many times as we can. When we can't repair an instrument, we will replace it for the price of a repair. This not only saves money, as instruments aren't bought as often, but it also means instrument trays can be repeatedly upcycled.



The Kerrison rongeur is one of the most complex instruments we manufacture

Over the instrument's lifetime, SMART REPAIR is the



**CHEAPER**



**EASIER**



**BETTER QUALITY OPTION**



Our technicians  
manufacture  
instruments  
from scratch...



...which is vital  
when knowing how  
to effectively service  
and repair them



So customers  
have complete  
confidence in  
the quality of  
our work

## SMART REPAIR: Quality, Good Surgery Outcomes, Patient Safety and Saving Money

- ✓ High quality service throughout
- ✓ Highly skilled, experienced, technicians
- ✓ Upcycling for instrument trays
- ✓ Genuine long term value, rather than a 'quick fix'
- ✓ Our Repair or Replace Promise offers replacement for cost of repair (see page 8)
- ✓ Surgifix Repair Portal designed to make managing repairs easy and quick (see page 13)
- ✓ Essential Replacement Instrument Packs (see page 10)



## Repair or Replace Promise

We want to ensure hospitals get the



AND



**SAFEST**

**BEST**

possible products

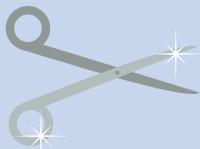
whilst



**AVOIDING COST SPIKES**

on repairs and replacements

That is why...



**'AS NEW'**

**OR REPLACED**

...if our skilled technicians are unable to repair a surgical instrument to its original 'as new' condition or better then we'll replace it with a new one\*



**TOP 50 PRODUCTS**

This commitment applies to the 50 most used and repaired products, listed on the next two pages. We call it our **'Repair or Replace Promise'**

\*for the price of the repair



## Our Repair or Replace Promise applies to our top 50 products:



Code	Description
SC-GI/008	Halstead Mosquito Forceps Standard Curved 125mm (5")
SC-GI/354	Ramley Sponge Holding Forceps Straight, Serrated Jaws 241mm (9 1/2")
SC-PM/007	Scalpel Blade Handle No. 3
SC-GI/344	Spring Clip, Serrated, S/S For Fixing Splint Slings & Towel Clipping. 6.3cm Wide
SC-GI/037	Spencer Wells Artery Forceps Straight, Serrated Jaws, 185mm
SC-GI/351	Ball & Socket Towel Clip 115mm (4 1/2")
SC-GI/007	Halstead Mosquito Forceps Standard Straight 125mm (5")
SC-GI/043	Dunhill Artery Forceps Curved 127mm (5")
SC-GI/035	Spencer Wells Artery Forceps Straight Serrated Jaws 127mm (5")
SC-PM/008	Scalpel Blade Handle No. 4
SC-GI/356	Mayo Instrument Pin 15.2cm (6")
SC-PL/052	Gillies Dissecting Forceps, 1-2 Teeth, 152mm (6") 1.5mm Jaw
SC-GI/275	Littlewood Tissue Forceps 2-3 Teeth 190mm
SC-GI/355	Mayo Instrument Pin 10.2cm (4")
SC-GI/133	Dressing Scissor Straight Blunt/Blunt 130mm 5.175"
SC-GI/476	Mcindoe Dissecting Forceps. Serrated. 152mm Long
SC-OP/030	Thomas Strabismus Scissor 11.4cm (4.5") Long Curved.
SC-GI/009	Halstead Mosquito Ultrafine Haemostatic Forceps, Full Curved, 125mm (5")
SC-GI/215	Mayo-Hegar Needle Holder Tungsten Carbide Gold Bows 185mm
SC-GI/257	Adsons Dissecting 1-2 Teeth Forceps 127mm 5"
SC-GI/134	Dressing Scissor Straight Blunt/Sharp 130mm 5.175"
SC-GI/409A	Mayo Scissors Straight 16cm. Stainless Steel
SC-GI/035	Spencer Wells Artery Forceps Straight Serrated Jaws 127mm (5")
SC-GI/037	Spencer Wells Artery Forceps Straight, Serrated Jaws, 185mm
SC-PL/065A	Gillies Skin Hook 190mm Long, Standard



We don't set out to be the cheapest. We look to provide the best, long-term value through our service.



IF WE CAN'T REPAIR IT...



WE'LL REPLACE IT\*

## Our Repair or Replace Promise applies to our top 50 products:

Code	Description
SC-GI/135	Dressing Scissor Straight Sharp/Sharp 130mm 5.175"
SC-GI/220	Halsey Needle Holder Straight Tungsten Carbide Gold Bows 130mm
SC-GI/355	Mayo Instrument Pin 10.2cm (4)
SC-GI/224	Mayo Needle Holder Stainless Steel 159mm (6")
SC-GI/055	Kocher Artery Forceps Straight 1-2 Teeth 203mm (8")
SC-GY/031	American Pattern Umbilical Scissors, 102mm (4")
SC-GI/336	Langenbeck Retractor Single Ended 22mm (0.875") X 6mm (0.25") Blade
SC-GI/054	Kocher Artery Forceps Straight 1-2 Teeth 185mm
SC-GI/036	Spencer Wells Artery Forceps Straight, Serrated Jaws, 159mm (6")
SC-GI/350	Ball & Socket Towel Clip 89mm 3 1/2"
SC-GI/150	Mcindoes Scissors, Curved On Flat 185mm
SC-PL/072	Syringe Cartridge
SC-OP/032	Iris Scissor Straight 10.2cm (4") Long.
SC-GI/407	Metzenbaum Scissors Cof 18.5cm (7.25") Long.
SC-GI/276	Babcock Tissue Forceps Serrated Jaws 160mm
SC-PL/056	Kilner Retractor, Double Ended, 152mm (6") Cats Paw
SC-GI/272	Allis Tissue Forceps 3-4 Teeth 152mm 6"
SC-GI/348	Backhaus Towel Clip 89mm (3 1/2")
SC-GI/070	Roberts Artery Forcep Curved On Flat. Screw Joint. 230mm 9"
SC-OP/032A	Iris Scissors Straight Sharp/Sharp 115mm Long.
SC-DIA/042	Bipolar Forceps, Straight - 1mm Medium Tip 178mm (7")
SC-DIA/041	Bipolar Forceps, Straight - 1mm Medium Tip 152mm (6")
SC-DIA/004	Diathermy Dissecting Forceps 15.2cm (6") Serrated
SC-DIA/005	Diathermy Dissecting Forceps 17.8cm (7") Serrated
SC-GI/337	Langenbeck Retractor Single Ended 45mm (1.75) X 13mm (0.5") Blade



### Save money with our Essential Replacement Instrument Packs

The most common instruments are often the ones that get overlooked and deteriorate over time. Theatres can get the best quality instruments at a great price with our Essential Replacement Instrument Packs.

Choose 5 of our Top 50 products and order 10 of each to receive a special discount. To order email [info@surgicalholdings.co.uk](mailto:info@surgicalholdings.co.uk) or call **+44 (0)1702 602050**

## Power Tool Repair

We repair all major power tools, including: Dyonics, Synthes, Sodem, Linvatec, Codman, Hall Zimmer, De Soutter Medical and Stryker.

We also repair electric cords, consoles and rechargeable batteries, including refurbishment with Ni-Cd elements replacement, contacts recondition and sealing. Electrical contacts, screws and shell can also be replaced.

## Pneumatic Tools and Hose Repair

All common brands repairs, including Stryker, Synthes, Hall, Microaire and De Soutter. All dental tools can be repaired, including bearings and rotor replacement.

We also repair Phaco Handpieces and Ultrasound Handpieces.

Consultation and tray checking either in person, if health and safety permits, or via video conference



## SMART REPAIR Process



Request a collection using the Surgifix Repair Portal or by contacting us directly



Complete paperwork, pack the decontaminated instruments and call us to arrange a courier or sales rep collection



Quotation is raised



Provide purchase order details to Surgical Holdings



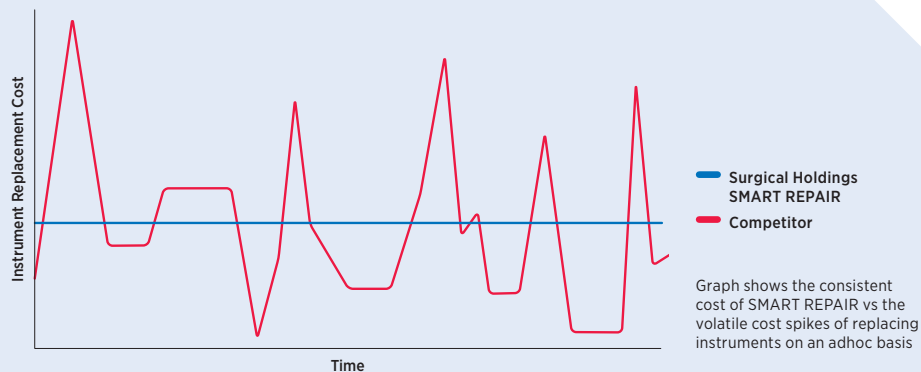
Instrument is repaired, polished, laser marked for traceability and passivated



Returned by courier within 7 days, with a repair report (for scopes & air tools)

### Avoid Cost Spikes on Repairs

Hospitals which don't have set price replacements on basic instruments will see big spikes in what may seem to be cheap repair prices.



Our expertise means that instruments can be modified or remanufactured if required. Customers can also receive training, participate in factory visits or simply call their local representative for guidance with instrumentation or management.

# Surgifix Repair Portal

## Designed to make managing repairs easy and quick

Manage and monitor repairs online, and communicate directly with the repairs team.

### On the Surgifix Repair Portal customers can:



View pricing, create quotes, and view the progress of repairs. These can be printed or saved.



Historical endoscope repair reports are available.



Instant notifications allow the repairs team and customers to communicate seamlessly regarding what needs a repair or refurbishment.



Training is available and can be done on a video call if required.

+

An easy to use system with up to date information on all repairs



**SURGIFIX**   
ONLINE PORTAL

## Our Most Commonly Repaired Instruments

Code	Description
REPAIR002	Adenoid Curettes
REPAIR003	Aortic Clamps - Non Traumatic Jaw
REPAIR004	Artery Forceps
REPAIR005	Aural Forceps
REPAIR006	Bag Clips - Replace
REPAIR007	Biopsy Forceps
REPAIR008	Bipolar Forceps Re-Insulate and Repair
REPAIR009	Bipolar Leads
REPAIR010	Bone Nibblers and Rongeurs
REPAIR011	BP Handles - Replace
REPAIR012	Bulldog/Vascular Clamps - i.e. Debakey, Dieffenbach
REPAIR013	Chisels, Osteotomes and Gouges - Refurbished and Size Marked Stainless Steel
REPAIR014	Chisels, Osteotomes and Gouges Tufnol Handle - Refurbished Handle and Size Marked
REPAIR015	Chuck Key for Jacobs
REPAIR016	Clamps i.e. Parker Kerr, Lanes Light Straight, Lanes Light Curved, Payrs Intestinal
REPAIR017	Clip Instrument
REPAIR018	Diathermy Forceps Re-Insulate and Repair
REPAIR019	Diathermy Leads
REPAIR020	Dilators

Code	Description
REPAIR021	Dissecting Forceps
REPAIR022	Elevators and Bone Levers
REPAIR023	Ethmoid Forceps i.e. Weil Blakesley
REPAIR024	Hohman Retractor/Spikes
REPAIR025	Hysterectomy Forceps
REPAIR026	Intestinal Clamps - Non Traumatic Jaw
REPAIR027	Intestinal Forceps
REPAIR028	Jacobs Chuck
REPAIR029	Kidney Clamps/Forceps
REPAIR030	Large Hand Held Retractors - e.g. Lloyd Davis, Large Deaver
REPAIR031	Large Self Retaining Retractor - Cones Hemi and Other Large Retractors, Self Retaining with Hinged Arms
REPAIR032	Mallet Large
REPAIR033	Microlaryngeal Forceps
REPAIR034	Microlaryngeal Forceps with Rivet
REPAIR035	Microlaryngeal Needle Holder
REPAIR036	Microlaryngeal Scissor
REPAIR037	Middle Ear Forceps
REPAIR038	Middle Ear Forceps with New Rivet
REPAIR039	Middle Ear Needle Holder
REPAIR040	Middle Ear Scissor
REPAIR041	Retractors Multi Blade
REPAIR042	Needle Holders (Non Tungsten Carbide)
REPAIR043	Needle Holders Tungsten Carbide with Replacement Jaw
REPAIR044	Non Traumatic Jaw Forceps e.g. Debakey
REPAIR045	Obstetrical Forceps

Code	Description
REPAIR046	Ophthalmic and Micro Scissors
REPAIR047	Ophthalmic Needle Holders with Catch
REPAIR048	Ophthalmic Needle Holders without Catch
REPAIR049	Otology Forceps
REPAIR050	Otology Forceps with Rivet
REPAIR051	Otology Scissors
REPAIR052	Otology Knives
REPAIR053	Pituitary Rongeurs i.e. Cushing
REPAIR054	Plaster Shears
REPAIR055	Probes
REPAIR056	Punches i.e. Kerrison
REPAIR057	Raspatories
REPAIR058	Rectum Biopsy Forceps
REPAIR059	Replacement Black Finish
REPAIR060	Replacement Tufnol Handle
REPAIR061	Rib Spreaders
REPAIR063	Scissors - Standard Edge Refurb*
REPAIR064	Scissors with Tungsten Carbide Edge Sharpened/Refurbished on Specialised Wheels and Equipment*
REPAIR065	Scissors with Super Cut Sharpened/Refurbished on Specialised Wheels and Equipment*
REPAIR066	Scissors Super Cut with Tungsten Carbide Edge Sharpened/Refurbished on Specialised Wheels and Equipment*
REPAIR067	Self Retaining Retractors - Weitlander, West, Travers, Gelpi
REPAIR068	Septum Forceps i.e. Irwin Moore
REPAIR069	Shoes for Parker Kerr

\*Sharpened on specialised wheels to retain temper

Code	Description
REPAIR070	Retractors Single Piece
REPAIR071	Small Mallet
REPAIR072	Spatulas
REPAIR073	Specula - Nasal
REPAIR074	Sponge Holders
REPAIR075	Suction Instruments
REPAIR076	Suture Tying Forceps
REPAIR077	Tendon Seizing Forceps
REPAIR078	Through Cutters i.e. Grunwald Henke
REPAIR079	Tissue Forceps
REPAIR080	Toffee Hammer
REPAIR081	Towel Clips
REPAIR082	Trocars
REPAIR083	Twin Clamp i.e. Lanes
REPAIR084	Uterine Curettes
REPAIR085	Uterine Forceps
REPAIR086	Uterine Scoops
REPAIR087	Vaginal Speculum - not including Plating
REPAIR088	Wire Cutter Pliers
REPAIR089	Wire Cutters Tungsten Carbide

Code	Description
REPAIR090	Bone
REPAIR092	Wound Retractors
REPAIR093	Working Element
REPAIR094	Sheath
REPAIR095	Obturator
REPAIR096	Sheath with Beak
REPAIR097	Operating Bridge
REPAIR098	Calliper & Rule
REPAIR099	Scissors Corneal Graft
REPAIR100	Scissors Vannas - Curved
REPAIR101	Scissors Westcott
REPAIR102	Scissors Castroviejo
REPAIR103	Phaco Handpiece Alcon
REPAIR104	Diamond Knife
REPAIR105	Forceps Micro Colibri
REPAIR106	Forceps Notched
REPAIR107	Forceps Suture Tying - Titanium
REPAIR108	Forceps Tying
REPAIR109	Manipulator Duo Barrett
REPAIR110	Forceps Utrata Capularexis Titanium Long



## Visit us for a Workshop Tour

Want to see our strong family ethos in action? Our 24 hour promise means you can drop in on us at short notice for a guided tour. No grand clean up or special planning will be needed - we're confident for you to see us as we really are.

### Pop in any day and you'll see:

- Instrument manufacturing
- Ortho implants manufacturing
- Instrument repair
- Laparoscopic instrument repair
- Power tool repair
- Scope repair

### We've invested in new machinery to help improve quality and reduce turnaround times. We'll show you our recent upgrades including:

- £100k worth of ultrasonic cleaners, taking the cleaning and passivating process from 30 minutes to just 3 minutes!
- Laser welders
- Marker machines




Contact your local rep to arrange a tour




Surgical Holdings,  
Parkside Centre,  
Temple Farm  
Industrial Estate,  
Southend-on-Sea,  
Essex, SS2 5SJ

We're in an excellent location for export customers, just 40 miles from London, at the mouth of the Thames Estuary.

 **By road:** A13 or A127 to M25 Dartford Tunnel and south coast ports

 **By rail:** Direct links to London Liverpool Street, London Fenchurch Street & St Pancras International via Stratford

 **By air:** International flights from Heathrow or Gatwick 90 minutes away, Stansted 60 minutes, and Southend airport is just 10 minutes away with direct flights to major cities across Europe



## Endoscope Audits

Is your scope  
suitable for use?

Think **TWICE**



### **TIP**

Check the tip of the endoscope for sharpness and any type of damage to the tube such as dents and cracks

### **WINDOWS**

Make sure the windows at the tip and eyepiece are free from dirt and cracks

### **ILLUMINATION**

Hold the scope lightpost to a light source to see if the output is bright and clear at the tip

### **CLARITY**

Look through the eyepiece, is the image clear and free from shadows, dots and lines

### **ENVIRONMENT**

If you think twice and the endoscope isn't suitable for use then think of the environment and repair instead of replace



**We offer a comprehensive  
scope auditing service**  
Can we help with your auditing?  
Contact your local Surgical  
Holdings rep to book.

## CPD Training Procedures

At Surgical Holdings we have 500 years worth of combined medical device manufacture experience. We're passionate about what we do and are keen to pass that wealth of knowledge onto our customers. We believe it is important to educate and train others, to help them get the most out of their instruments and so they last for many, many years.



### We offer Rigid Endoscopy Fault Identification workshops where we visit you and:

- Show you the difference between poor quality and high quality instruments to help you make the right choices when purchasing
- Train you on cleaning and maintenance to help keep your instruments in good condition
- Walk you through our repair and refurbishment processes, so when the time comes you'll know exactly how your instruments will be cared for



## CPD Accredited Webinars

We also offer CPD accredited webinars, to boost your ongoing learning and help with your revalidation.

This includes our new module on the **Quality Checking of Rigid Endoscopes**, without the need for expensive checking apparatus. We introduced this module following feedback from stakeholders in sterile services and theatres.

Our team have designed a training SOP that can be integrated into your internal QMS systems, covering the different faults we see and how they can be identified. Once the training module is completed, you will then be issued a certificate directly via CPD. We'll leave you competently trained and externally accredited, so you can then train other staff members.

We are looking forward to working with you and sharing with trusted training model so please get in touch for more information!



We also host a series of educational webinars featuring guest speakers and industry professionals




## Endoscope Repair

All major brands of rigid endoscope can be repaired at Surgical Holdings workshop in Southend-on-Sea. Using the latest optical technology, Surgical Holdings' highly skilled and experienced technicians will return scopes to the manufacturer's original specification. All parts are brand new and have full traceability.





 **18 month guarantee on the repair**

 **OEM optical specification followed where possible**

 **Personal collection and delivery**

 **Laser welding for sheaths**

 **ISO 13485 accredited**  
As recommended by MHRA\*  
advice around endoscope  
storage and care

 **Free educational visits  
to our scope workshop**  
See all our repair facilities

**+**  
We also repair the  
**Olympus  
ENDO-EYE**

### A hassle-free and easy endoscope repair service



Maintenance  
scheduled



Collected  
and checked



Repaired and  
refurbished



Return by courier or hand  
delivered within 7 days



### Proactive Management of Endoscopes

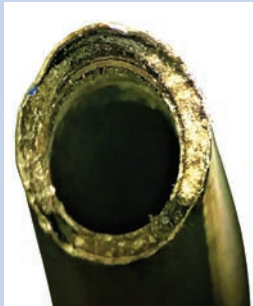
Surgical Holdings can set up and manage a 'check and repair' service for rigid endoscopes. This ensures scopes are regularly checked, refurbished, repaired and maintained to a high standard. We will catalogue scopes and create a maintenance schedule.

## Endoscope Re-fibre

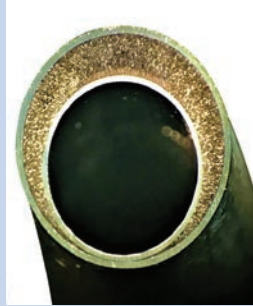
Surgical Holdings manufacture their own fibre bundles in house. We cover small and larger diameter scopes and only use high quality German fibre optic material and stainless steel tubing.

### Quality components, globally sourced:

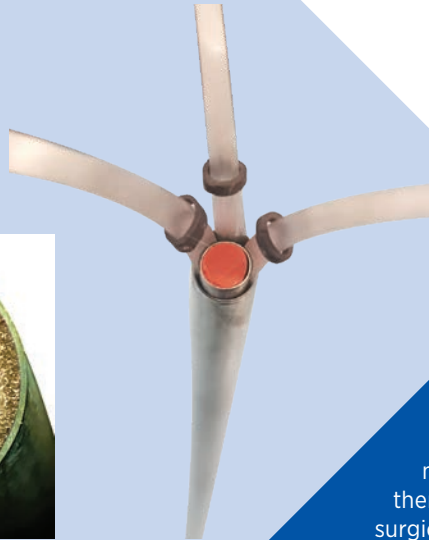
- ✓ Medical grade stainless steel tubing
- ✓ German engineered new glass fibre
- ✓ New fibre cone as standard
- ✓ New solderable sapphire distal window
- ✓ New light post colour ring
- ✓ New objective in 95% of cases
- ✓ Replacement 'O' ring to prevent leakage



Before repair



After repair



## Bookwalter® Servicing and Repairs

We repair and refurbish Bookwalter® retractors to make them look as good as new. We will also perform tests to ensure the retractor is functioning correctly and provide a report.



**A higher quality repair service**  
Our skilled technicians are trained to manufacture the instruments, not just repair them. We feel this is essential in order to repair surgical instruments correctly to OEM standards.

## Instrument Refurbishment

# Refurbishing instruments can save up to 80%

of the cost of buying new, with compelling evidence to demonstrate effectiveness

Independent research<sup>1</sup> showed that instruments refurbished by Surgical Holdings had a 4x reduction in the amount of residual protein.

The smooth and polished surface has an increased cleaning efficacy, and all refurbishments come with a 18 month warranty as standard. Standard turnaround times are 1 week, and an express 2 day service is available.



Before Refurbishment

After Refurbishment

*The refurbishment of the theatre sets has allowed high usage instrumentation to be brought back up to a standard equal to new, this has been met with appreciation from theatre staff and has ensured clinical requirement for sets has not been compromised.*

**Fraser Bishop, Facilities Clinical Services Manager Trust  
Decontamination Lead, North Devon District Hospital**

### Proactive Management of Instrumentation

Surgical Holdings can set up and manage a refurbishment programme for instrument sets. This ensures all instruments are regularly checked, refurbished, repaired and maintained to a high standard and protein tested where required.

By developing a rolling refurbishment programme, hospitals can ensure that theatres are as efficient and effective as possible. Sets will comprise of instruments that perform as expected, they will be complete, working and available when required.

# Manufacturer and Repairer of Surgical Instruments

SMART REPAIR

SURGIFIX  
ONLINE PORTAL

Smart Repair is our unique repair service for surgical instruments, offering the promise of long-term value for money in choosing the sustainable option, and a product replacement if we are unable to return the instrument to an 'as new' condition\*.

In choosing our innovative Smart Repair service, customers benefit from dashboard access to our Surgifix Online Portal, enabling you to book, manage and monitor repairs online with your own assigned log in. Instantly communicate directly with the repair team to stay up-to-date with the live progress of repairs and the option to view historical scope repair reports.











Promoting education; sharing knowledge and offering training opportunities



\*For the price of the repair. Applies to the 50 most used and repaired products, correct at the time of going to press.

## Suppliers of

-  Surgical Holdings Instruments
-  Symmetry Surgical
-  Hermann Laparoscopic
-  Bissinger Bipolar
-  Light Leads
-  Din Baskets & Containers
-  Sterile Packed K-Wires
-  Custom Made Instruments

## Refurbishment & Repairs of

-  Surgical Instruments
-  Laparoscopic Instrumentation
-  Orthopaedic Power Tools
-  Electrosurgery Devices
-  Rigid Endoscopes
-  Full Tray Refurbishment



Questions about the issues raised in this booklet?  
Contact your Surgical Holdings representative



**Surgical Holdings** Parkside Centre, Temple Farm Ind. Est., Southend-on-Sea, Essex, SS2 5SJ  
E. [info@surgicalholdings.co.uk](mailto:info@surgicalholdings.co.uk) T. +44 (0)1702 602050 F. +44 (0)1702 460006  
[surgicalholdings.co.uk](http://surgicalholdings.co.uk)



Version 4



Based in  
the City of  
**Southend**