



ENDOSCOPY PRODUCTS SERVICE PROTECTION PLANS

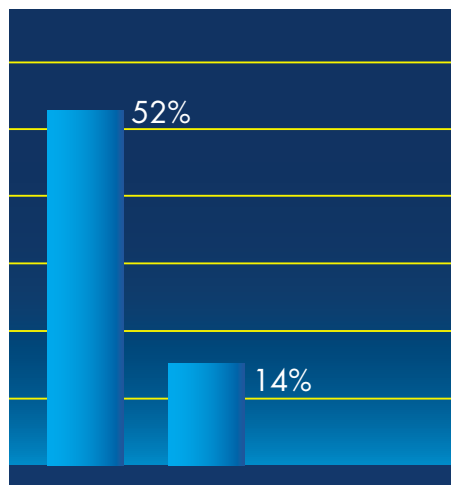
THREE WAYS TO PROTECT YOUR INVESTMENT.

Three Olympus Service Protection Plans can be customized for individual needs and budgets. An Olympus sales and lab efficiency consultant will first visit your facility to assess utilization, asset management, procedure growth, specific cost factors and potential savings opportunities. Service protection on critical medical equipment provides peace of mind. And pre-approved authorization eliminates hassle and allows for quicker repair turnaround. Whether it's the Full Service, Value Service or Fee for Service Plan, each is designed to eliminate the risk of excessive repair expenses and downtime through preventive maintenance and continued education.

OLYMPUS SERVICE PROTECTION PLANS SAVE YOU MONEY.

You will save money and extend the life of your Olympus endoscope when you use an Olympus Service Protection Plan. Some facilities attempt to save money by sending endoscopes to third-party repair vendors when a minor level repair is necessary and only to Olympus when a more complicated repair is required. In fact, endoscopes exhibiting evidence of third-party

repairs required refurbishment level repairs 52% of the time to restore them to factory specifications as compared to merely 14% of the time for those endoscopes repaired exclusively through an Olympus service agreement.*



Repairs that had to be performed by Olympus in order to bring back original performance specifications. (52% vs. 14% mentioned above.)

AN OLYMPUS ON-SITE BACKUP MEANS AN ENDOSCOPE IS CLOSE AT HAND.

All Olympus Service Protection Plans offer on-site backup endoscopes (for qualifying customers) for emergency use so you won't have to reschedule or cancel procedures. This ensures both patient safety and lab efficiency while Olympus quickly repairs your primary endoscope to factory specifications.

OLYMPUS IS LOCATED "RIGHT AROUND THE CORNER."

With our expansion of local Olympus service centers across the country, and more trained Olympus Field Service Engineers than ever before, plus 24/7 technical phone support, Olympus is with you day and night.

WHY SERVICE YOUR ENDOSCOPES WITH INFERIOR PARTS AND POOR REPAIR TECHNIQUES?

Third-party repair vendors may shorten insertion tubes, use greases and glues that damage internal components and compromise angulation. They may also install parts and follow practices that could cause endoscopes to malfunction. The result is prolonged procedure time and the potential for serious injury to your patient. Olympus has the training, proprietary tools, test fixtures and original parts to properly repair Olympus endoscopes. With Olympus Service, your repaired endoscope is returned with original Olympus parts repaired by factory trained, certified Olympus technicians.

YOU BOUGHT AN OLYMPUS. KEEP IT AN OLYMPUS.

*Based on 90-day study conducted by Olympus Quality Assurance Department at the National Service Center in Fall 2000.

ENDOSCOPY PRODUCTS SERVICE PROTECTION PLANS

SERVICE PLAN CHOICES

	FULL SERVICE	VALUE SERVICE	FEE FOR SERVICE
CORE PROGRAMS			
No CAP on Service & Repair	Included		
120% CAP w/80% rebate (warranty repairs do not count against CAP/rebate)		Included	
Fee for Service with Uptime Protection (one year minimum term, must commit all repairs to Olympus)			Included
ELECTRONICS & ANCILLARY EQUIPMENT COVERAGE			
Full service electronic coverage for new CV, CLV, OEV, OEP (6 endoscope Service Protection Plan minimum)	Included	Optional	
ACCIDENTAL DAMAGE COVERAGE	Optional	Optional	
WARRANTY COVERAGE			
Extended Warranty on Processors & Light Sources (lamps excluded)	36 Months	18 Months	
Extended Warranty on Endoscope Repairs Standard warranty coverage without Service Protection Plan is 90 days.	12 Months	9 Months	6 Months
UPTIME PROTECTION: ON-SITE BACKUP ENDOSCOPES			
On-site Backup Endoscopes (one generation behind facility's standard inventory)*	Included	Optional	
On-site Backup Endoscopes (two generations behind facility's standard inventory)*		Included	
<i>*Must meet 6 endoscope Service Protection Plan minimum and par level requirements. One set (GIF/CF) for minimum of 6 endoscopes, two sets for minimum of 24. Optional service coverage available for backup endoscopes; contact Olympus sales consultant for availability and pricing.</i>			
LOCAL & ON-SITE REPAIRS			
Local Repair Service	Included	Included	Included
On-site Repairs (as applicable during preventive maintenance)	Included	Included	10% Discount
REPAIR TURNAROUND & SHIPPING			
Next Day Shipping (both directions)	Included	Included	Optional
Second Day Shipping (both directions)			Included
Pre-approval of all repairs (<\$500, <\$1,000, <\$2,000) to expedite repair turnaround time.	Automatic	Automatic	Optional
TECHNICAL ASSISTANCE CENTER			
24/7 Technical Phone Support	Included	Included	\$10 per 1/2 hr
Standard Technical Phone Support (M-F, 7AM-8PM EST)	Included	Included	Included
OTHER PROGRAMS			
Preventive Maintenance and Educational Visits (schedule as needed)	Included	Included	5% Discount
Automated Endoscope Reprocessor Maintenance Agreement Discount	5% Discount	5% Discount	
Surgical Repair Service Agreement Discount	5% Discount	5% Discount	
\$500 Olympus University® Training Credit (10 endoscope Service Protection Plan minimum)	Included		
GI & OR Strategies Course Discount	10% Discount	10% Discount	10% Discount
Maximizing Your Endoscopic Image and Performance Course Discount (first 2 participants per facility — no charge)	Included	Included	10% Discount
Biomedical Training Program Discount	10% Discount	10% Discount	
Other Professional Education and CME Course Discounts	10% Discount	10% Discount	

VALUE-ADDED SERVICES: All Olympus Service Protection Plans offer Asset Management Consultation (PAR Level), Periodic Repair Consumption and Analysis Reports, Endoscope Care and Maintenance Training, and Olympus Financial Services in order to enhance your productivity and make Olympus Service Protection Plans even more affordable.