

To expedite your service request, please complete this form and enclose it with your instrument. If you do not have a Service Agreement with Olympus, we will contact you with an estimate and the completion date for your repair service. For assistance, please contact us or see the back of this form for the Olympus Service Center closest to you.

For return authorization and shipping instructions] (800) 848-9024 (Flexible Equipment)
 (800) 548-5515 (Surgical Equipment)

Service Agreement Customer? Yes No
(Save time and money by becoming an Olympus Service Agreement customer and the shipping is on us! Call today for details.)

Select service type:

- Endoscope Telescope Accessories Electronics

1 **Reprocessing Verification**

Medical equipment that comes into contact with potentially infectious material must be decontaminated (cleaned, and then disinfected or sterilized, as appropriate) before being sent to Olympus. Customers are responsible for complying with applicable federal, state and local laws and regulations regarding decontamination of medical equipment. Please verify that the accompanying medical equipment has been:

cleaned and then disinfected, or sterilized prior to shipment.

(initial) (initial one)

2 **Facility Information**

Date shipped to Olympus _____ / _____ / _____ Return repaired unit to this department _____

Facility name _____

Street address _____

City _____ State _____ Zip _____

Model N° Serial N°

3 **Contact Information**

Name of person to contact about repair _____

Title _____

(_____) _____ (_____) _____

Phone _____ Extension _____ Fax _____

E-mail _____

Description of problem (to help investigate, please be specific)

4 **Approval Information**

For Expedited Service

Service Agreement N° or Purchase Order N° _____

Name of person approving repair _____

Title _____

Approving signature _____ E-mail _____

(_____) _____ (_____) _____

Phone _____ Extension _____ Fax _____

If using a purchase order, Olympus is authorized to complete your repair up to and including the amount indicated below:

Up to \$500 Up to \$1,000 Up to \$1,500

Up to \$2,500 Up to \$4,000 Up to \$5,000

Other preapproved amount \$ _____

Olympus Service Centers

Olympus-certified repair technicians are the only repair providers in the United States who are manufacturer-authorized to service and repair your Olympus products. Olympus does not recommend the use of non-Olympus parts or third-party repair vendors for its medical equipment. Third-party modifications and repair parts of any kind may be detrimental to the safety, performance and durability of Olympus medical equipment. Olympus is not responsible for any such effects caused by third-party repair/modification, and the use

of third-party repair vendors may affect your warranty coverage (see Olympus' Limited Warranty).

Original equipment manufacturers, unlike third-party repair vendors, are regulated by the FDA and must comply with FDA-mandated Quality System Regulations in the servicing of their medical devices. Keep your Olympus investment safe by choosing Olympus for all your service and repair needs. No one can repair your Olympus product like Olympus. NO ONE.

National Service Center

2400 Ringwood Avenue
San Jose, CA 95131-1700

Toll Free 800-537-5739

Tel 408-935-5000

Medical Products Fax 408-935-5031

Surgical Products Fax 408-935-5084

Electronic Products Fax 408-935-5196

Regional Service Centers

Atlanta Service Center

1350 Northmeadow Parkway
Suite 120

Roswell, GA 30076-5703

Toll Free 877-895-5783

Tel 770-442-5531

Fax 770-410-3377

Baltimore/Washington D.C. Service Center

2545 Lord Baltimore Drive
Suite J

Baltimore, MD 21244-2672

Toll Free 866-556-8749

Tel 410-944-8544

Fax 410-944-4574

Boston Service Center

187 Billerica Road
Chelmsford, MA 01824-3616

Toll Free 866-300-7016

Tel 978-250-1795

Fax 978-250-3254

Chicago Service Center

1020 Parkview Boulevard
Lombard, IL 60148-3238

Toll Free 877-430-5481

Tel 630-953-2080

Fax 630-953-0476

Cleveland Service Center

8370 Dow Circle
Strongsville, OH 44136-1794

Toll Free 800-551-3521

Tel 440-234-4066

Fax 440-234-0916

Dallas Service Center

3131 West Royal Lane
Irving, TX 75063-3104

Toll Free 877-532-9995

Tel 972-401-2300

Fax 972-556-2322

Denver Service Center

12061 Pennsylvania Street
Suite A-108

Thornton, CO 80241-3145

Toll Free 866-556-8747

Tel 303-453-0888

Fax 303-453-0899

Houston Service Center

8285 El Rio Street
Suite 140
Houston, TX 77054-4635

Toll Free 877-210-3433

Tel 713-747-9998

Fax 713-747-9499

Los Angeles Service Center

10805 Holder Street
Suite 170
Cypress, CA 90630-5145

Toll Free 800-233-1448

Tel 714-503-5700

Fax 714-229-1651

(Also serving the Hawaiian Islands)

Memphis Service Center

2005 Nonconnah Boulevard
Suite 5
Memphis, TN 38132-2129

Toll Free 866-803-9790

Tel 901-398-1810

Fax 901-398-1635

Miami Service Center

6100 Blue Lagoon Drive
Suite 390
Miami, FL 33126-2087

Toll Free 866-888-1915

Tel 305-260-4281

Fax 305-260-4282

Fax 888-511-9857

New Orleans Service Center

1500-08 Edwards Avenue
Suite QQ
Harahan, LA 70123-5569

Toll Free 800-373-0027

Tel 504-733-6930

Fax 504-733-4408

New York Service Center

400 Rabro Drive
E.S. Group/East Entrance
Hauppauge, NY 11788-4258

Toll Free 800-965-5411

Tel 631-881-6543

Fax 631-881-6590

Seattle Service Center

19226 66th Avenue South
Suite L 100
Kent, WA 98032-2121

Toll Free 800-373-9974

Tel 253-395-3006

Fax 253-872-0687

(Also serving Alaska)

St. Louis Service Center

1853 Craig Road
St. Louis, MO 63146-4711

Toll Free 800-897-0798

Tel 314-205-8284

Fax 314-205-8179

Tampa/Orlando Service Center

5909 Breckenridge Parkway
Suite G
Tampa, FL 33610-4237

Toll Free 866-556-8751

Tel 813-246-9449

Fax 813-246-9517

Virginia Beach Service Center

Olympus Endoscopy Service
c/o Sentara Bayside Hospital
800 Independence Boulevard
Virginia Beach, VA 23455-6005

Tel 757-460-3320

Fax 757-460-3390

Thank you for choosing Olympus.
www.olympusamerica.com