

Scope Repair Checklist:

8 Questions to ask your Scope Repair Service

1 When will I get my repair estimate?

(California Endoscopy delivers estimates the morning we receive the scope.)

2 How long will you need to fix my scope?

(California Endoscopy can fix 90% of the problems that arise with scopes the **SAME DAY** we get the scope. For major repairs, we can usually fix them in 3-5 days. That means less down time for your suite.)

3 Can I get a loaner if I need it?

(California Endoscopy provides FREE loaners. Not all services do that.)

4 Do you do the work in-house or do you send it out?

(California Endoscopy does all of its flexible scope repair work ourselves. This gives us better quality control and better turnaround time. Our technicians are trained to fix the full range of problems, from basic to very sophisticated, on all types and makes of scopes.)

5 Do you use FDA Class VI replacement parts?

(California Endoscopy uses only FDA-approved Class VI replacement parts. And our suppliers need to undergo quality review as well, as an extra assurance to you about the quality of parts going into your scope.)

6 Can I compare your prices to other repair companies?

(California Endoscopy prices will stand up to anyone's. We can beat the manufacturer by 50%-70% on average for the same repair—if they'll even repair it since they may simply kick it to "overhaul" status, which can be costly—and we can beat any third party repairer's bid.)

7 Do you offer different pricing programs?

(California Endoscopy offers discounted list pricing, lump sum contract pricing, cost-per-procedure pricing, or a program that will let you buy new scopes and have us do all the servicing for them for a set fee. This lease/maintenance program can also be substantially less than what the manufacturer will offer you.)

8 Do you stand behind your work?

(California Endoscopy offers a 120 day satisfaction guarantee on all our service work. If you're not satisfied, we're not satisfied. We can also provide references of other hospitals we've worked with so you can talk to peers about us and find out if we're as good as we say we are.)

California Endoscopy
Scopes fixed right the first time.