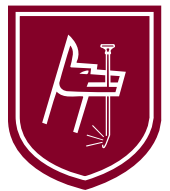


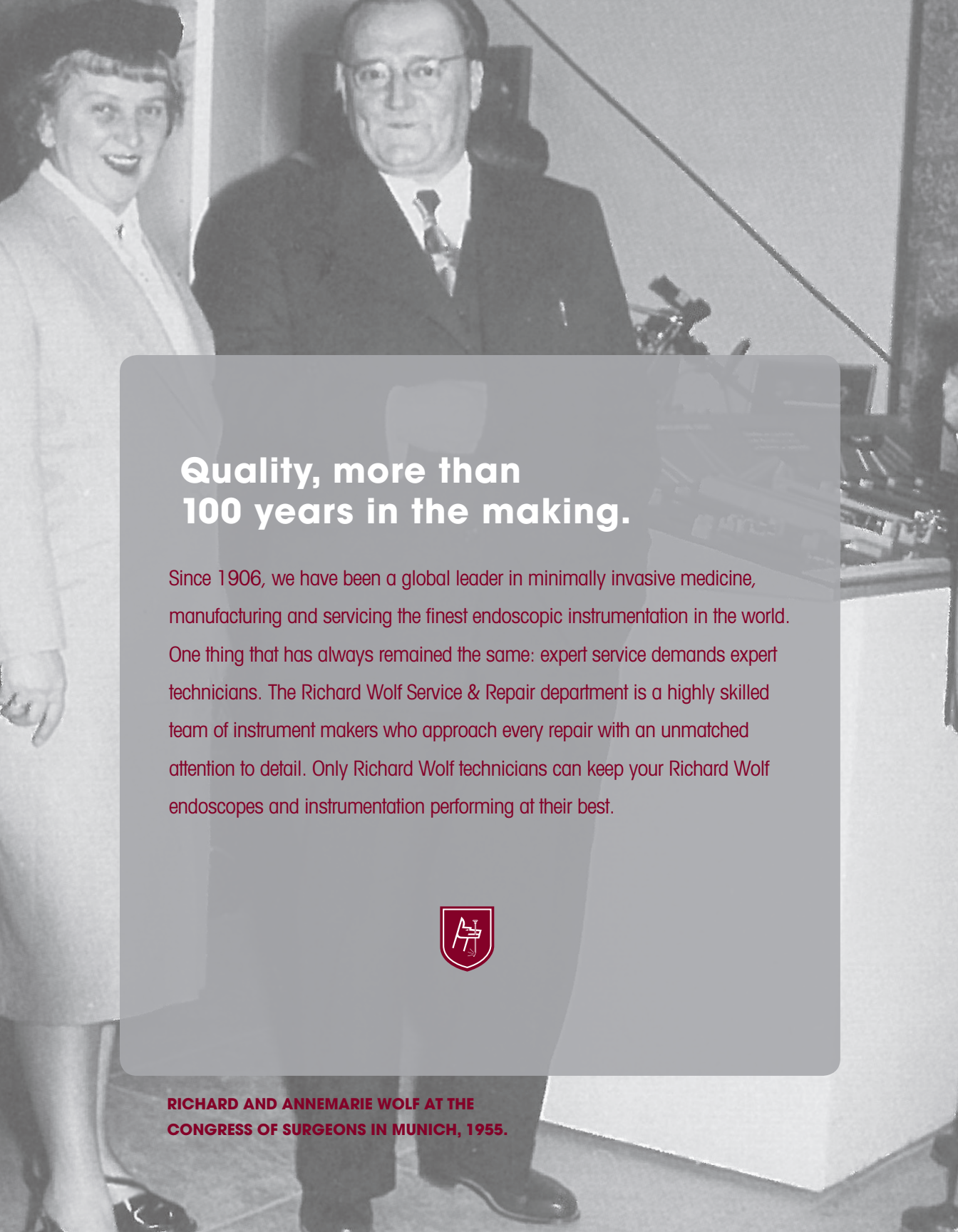


# **GUARDIAN**

SERVICE BY RICHARD WOLF



*Protecting Performance*



## Quality, more than 100 years in the making.

Since 1906, we have been a global leader in minimally invasive medicine, manufacturing and servicing the finest endoscopic instrumentation in the world. One thing that has always remained the same: expert service demands expert technicians. The Richard Wolf Service & Repair department is a highly skilled team of instrument makers who approach every repair with an unmatched attention to detail. Only Richard Wolf technicians can keep your Richard Wolf endoscopes and instrumentation performing at their best.



**RICHARD AND ANNEMARIE WOLF AT THE  
CONGRESS OF SURGEONS IN MUNICH, 1955.**



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## **A more comprehensive approach to service.**

At Richard Wolf, we realize a holistic approach to service is the right approach. We are here to fulfill your repair needs and are committed to helping you protect the longevity of your Richard Wolf equipment through our on-site training programs. Our team of Guardian Service Specialists and Clinical Consultants help facilities improve care, handling, and reprocessing procedures for their Richard Wolf devices. As an added benefit, Guardian Platinum and Guardian Gold members may elect to receive an annual business review to assess repair history, inventory management, and gather actionable analysis.

**Guardian protects your instruments, so your team can focus on what matters most.**



## Ready to perform like new.

We approach repairs with a long-term focus and never make sacrifices when it comes to the quality and thoroughness of our work. A repaired device is shipped only after quality control testing has shown it is ready to perform like new. Maintaining the structural and functional integrity of these instruments after purchase is essential to their performance, which is why both new and repaired Richard Wolf devices are evaluated according to the same quality control standards.



## **Third-party repairs. Unauthorized and unregulated.**

**Quality. Consistency. Reliability.** This is what separates a Guardian repair from a non-OEM repair. Some facilities turn to third-party repair companies seeking cost savings, but this decision comes with consequences that are often overlooked. Non-OEM repair companies do not have access to our factory specifications or proprietary parts and are not held to the same quality standards. This can result in higher repair frequency, increased downtime, inconsistent instrument performance, and a higher cost of ownership.

Richard Wolf only authorizes repairs performed by our expert, factory-trained technicians, guaranteeing consistent quality and reliable performance.



## Avoiding repairs whenever possible.

Guardian's Preventative Maintenance Program is designed to keep your Richard Wolf instrumentation performing at its best while reducing your overall cost of ownership.

- **Function test for comparison to original factory specifications.**
- **"Fit Check" for devices that require assembly.**
- **Replacement of valves, stopcocks, seals, gaskets, and other worn components.**
- **Inspection and cleaning of external optical lenses to remove mineral deposits and other contaminants.**
- **Lubrication of all moving parts, seals, and metal-on-metal components.**
- **Illumination test for light fibers.**

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## **An emphasis on continuing education.**

Richard Wolf's Customer Education Program is a valuable resource for perioperative and central processing personnel. Our courses are designed to educate your staff on the most relevant topics affecting your department. Developed with Pfiedler Enterprises and AORN, our customer education in-services each offer a value of 2.0 CE credits.

For more information about our educational programs, please contact Customer Service at (800) 323-WOLF (9653) or [info@richardwolfusa.com](mailto:info@richardwolfusa.com).

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## The Guardian Guarantee

When your Richard Wolf instrument requires service, turn to the only company that can keep it performing at its best. Guardian repairs are evaluated according to the same precision engineering and quality standards required of new Richard Wolf devices. All repairs are completed by the same factory-trained technicians who build and assemble our new instrumentation, ensuring that every repaired device performs like new. Third-party, non-original equipment manufacturer repair companies simply cannot replicate our standard of excellence.

Richard Wolf is committed to minimizing downtime through our Endoscope Repair Exchange Program. We also offer a Preventative Maintenance Program and equipment in-service training to help Guardian members lower repair costs and increase the longevity of their equipment.

Protect performance with Guardian. **Because your instrument is only as good as its last repair.**

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