



After Sales Service and Warranty

GUARANTEE AND WARRANTY

Ascend Surgical and Medical guarantees the STILLE range of Surgical Instruments against defects caused by faulty workmanship or materials for 30 YEARS.

Surgical handmade instruments manufactured by Stille carry a guarantee in respect of materials and workmanship. For a period of 30 years after purchase, they will replace or repair a damaged instrument free of charge if the damage is found to have been caused by a defect in materials or workmanship. The guarantee is conditional on the instrument being used for the purpose intended, is cared for and stored correctly and that any claims are made in writing within 30 days of the damage occurring.

The warranty will commence from the date of sale for the offered products. AS&M will organise the repair or, where irreparable, replace the same at its expense. The guarantee does not apply where any repairs or modifications are carried out other than by AS&M or Stille. To the extent permitted by law, all warranties and conditions, whether expressed or implied, as to the goods and their fitness for any purpose are excluded.

AFTER SALES SUPPORT

1. Care Instructions
2. Reprocessing guidelines

AS&M Business Development Managers are trained to in-service both theatre and CSSD staff, to ensure that all care and handling of instruments is clearly understood.

While presenting the attachments 1-2 (detailed above) which are modified to best meet the needs of the CSSD and/or Theatre staff at each site, the BDM's will provide hands on training with the instrumentation.

The hands-on demonstration will cover how to inspect the instruments, including a maximum functionality test and possible integrity loss which may have taken place. What to look for and where to look for the signs. The presentations attachments above clearly define possible scenarios and care and handling steps. During the training, the BDM will cover the manufacturing process.



Ascend Surgical & Medical

SERVICE AND REPAIR

AS&M work directly with the manufacturer's Stille in Sweden. Sending your surgical instruments to Stille's instrument service department is a simple way of ensuring that the instruments can be used for the maximum length of time while retaining maximum precision and functionality.

Stille's instrument makers have several hundred years' aggregate experience of instrument manufacturing and maintenance behind them, and will perform a comprehensive inspection of your instruments. For example, surgical scissors are completely disassembled in order to allow them to be sharpened correctly. The screw and angle of the cutting edge are also adjusted - which is particularly important to obtain an effective and clean cut. The life span of an instrument is increased considerably if it is serviced at the right time, and this is particularly true for cutting instruments.

Stille Service returns your instruments to a condition which is as close to new as possible. We take pride in the longevity and durability of our instruments, and consequently aim to make as few interventions as possible to cutting edges in order to allow the instrument to be sharpened in the future.

AS&M will work tirelessly with Stille to ensure the repair of an instrument to avoid the customer paying for a new instrument. If an instrument is deemed irreparable by Stille, AS&M will recommend a new instrument be purchased.

Please contact our expert team for all information relating to the after sales service and warranty of Stille Surgical Instruments on 1300 784 893 or info@ascendsurgical.com.au