

Olympus Uptime Guarantee



At Olympus, we strive to provide our customers with products and services that help optimize equipment use – and our repair agreements are no exception. The Olympus Uptime Guarantee (OUG) is a no-cost enhancement to our comprehensive Full Service Agreement. It is designed to curb delays caused by out-of-service equipment, enabling you to maximize procedural uptime. OUG delivers unprecedented benefits to eligible* Full Service Agreement customers, including:

Next-Day Replacement

OUG provides no hassle, next-day replacement for surgical products in need of repair through our Advanced Replace® Program – guaranteed.

Guaranteed Service

If we are unable to provide next-day replacement, Olympus will cover half of refurbishment level charges upon inspection of the out-of-service product.

Expense Control

Full Service Agreements already provide accidental damage coverage and fixed monthly repair expenditures. With OUG, your Full Service Agreement will reflect the specific repair required for your out-of-service product, rather than a pre-fixed charge.

*Eligibility Requirements:

Product must be listed on current Olympus Uptime Guarantee product list, and
Product must be covered on a Full Service Agreement with a start date of 01/01/15 or later.

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Follow Four Steps to Receive the Olympus Uptime Guarantee:

1. Call 1-800-848-9024 by 8PM EST, Monday – Friday, to request an Advanced Replacement (ARP).
2. Provide contact information, model, serial number, and other requested information to a Customer Solutions Representative. OUG eligibility will be confirmed.
3. Receive ARP shipping confirmation and an RMA for your out-of-service product.
4. Upon receipt of Advanced Replacement, immediately send out-of-service product to Olympus.

Olympus Uptime Guarantee Product List

ITEM	DESCRIPTION	ITEM	DESCRIPTION	ITEM	DESCRIPTION
Urology	Rigid and Semi-Rigid Telescopes	Gynecology	Hysteroscopy Fiber, Video and Rigid Endoscopes	ENT	Flexible Fiber and Video Endoscopes
A22000A	OES PRO Telescope 4 mm, 0°	HYF-XP	Flexible Hysteroscopy Fiberscope	ENF-GP	Flexible - Portable Rhinologyngoscope
A22001A	OES PRO Telescope 4 mm, 12°	HYF-V	Flexible Hysteroscopy Videoscope	ENF-P4	Flexible Rhinologyngoscope
A22002A	OES PRO Telescope 4 mm, 30°	A4672A	Hysteroscopy Telescope 3 mm, 0°	ENF-XP	Flexible Rhinologyngoscope
A22003A	OES PRO Telescope 4 mm, 70°	A4673A	Hysteroscopy Telescope 3 mm, 12°	ENF-V	Video Rhinologyngoscope
A22004A	OES PRO Telescope 4 mm, 110°	A4674A	Hysteroscopy Telescope 3 mm, 30°	ENF-V2	Video Rhinologyngoscope
A22005A	OES PRO Telescope 4 mm, 30°	General Surgery	Laparoscopy Flexible Fiberscopes	ENF-VT2	Video Rhinologyngoscope
WA29040A	Ureteroscope 6.4/7.8 Fr 430 mm, 7°	CHF-CB30L	Choledocofiberscope	Intubation	Intubation Flexible Fiber and Video Endoscopes
WA29041A	Ureteroscope 6.4/7.8 Fr 330 mm, 7°	CHF-CB30S	Choledocofiberscope	LF-DP	Intubation Fiberscope
WA29042A	Ureteroscope 8.6/9.8 Fr 430 mm, 7°	CHF-P20	Choledocofiberscope	LF-GP	Intubation Fiberscope
WA29048A	Ureteroscope 6.4/7.8 Fr 430 mm, 7°	General Surgery	Laparoscopy Flexible Videoscopes	LF-P	Intubation Fiberscope
WA29049A	Ureteroscope 6.4/7.8 Fr 330 mm, 7°	LTF-V3	Deflectable Tip Videoscope	LF-TP	Intubation Fiberscope
WA02943A	Ureteroscope 7.5 Fr 430 mm	LTF-VP	Laparo-Thoraco Videoscope 5 mm	LF-V	Tracheal Intubation Videoscope
WA02944A	Ureteroscope 7.5 Fr 430 mm	LTF-VH	HD EndoEYE Laparo-Thoraco Videoscope	Arthroscopy	Arthroscopy Rigid Telescopes
WA02946A	Ureteroscope 7.5 Fr 330 mm	LTF-190-10-3D	3D Deflectable Videoscope	A70940A	Arthroscopy Telescope 4 mm, 0°
Urology	Nephroscope	LTF-S190-5	EndoEYE Flex 5 HD	A70941A	Arthroscopy Telescope 4 mm, 30°
WA33036A	Operating Telescope 4 mm, 22 Fr x 230 mm, 30°	General Surgery	Laparoscopy Rigid Videoscopes	A70942A	Arthroscopy Telescope 4 mm, 70°
Urology	Pediatric Rigid Telescopes	A50001A	EndoEye (Video Laps) 10 mm, 0°	A70960A	Arthroscopy Telescope 2.7 mm, 0°
A3764A	Pediatric Telescope 1.9 mm, 0°	A50003A	EndoEye (Video Laps) 10 mm, 30°	A70961A	Arthroscopy Telescope 2.7 mm, 30°
A3765A	Pediatric Telescope 1.9 mm, 30°	WA50011A	EndoEye HD (Video Laps) 10 mm, 0°	A70962A	Arthroscopy Telescope 2.7 mm, 70°
Urology	Flexible Fiber and Video Endoscopes	WA50013A	EndoEye HD (Video Laps) 10 mm, 30°	A70963A	Arthroscopy Telescope 2.7 mm, 30°
CYF-5	Cystoscopy Fiberscope	WA50013L	EndoEye HD (Video Laps) 10 mm, 30° Long	WA70005A	Arthroscopy Telescope 4 mm, 30°
CYF-5R	Cystoscopy Fiberscope	WA50015L	EndoEye HD (Video Laps) 10 mm, 45° Long	WA70010A	Arthroscopy Telescope 4 mm, 70°
CYF-V2	Cystoscopy Videoscope	WA50050A	EndoEye HD II (Video Laps) 5mm, 0°	Imaging	Camera Heads
CYF-V2R	Cystoscopy Videoscope	WA50052A	EndoEye HD II (Video Laps) 5mm, 30°	OTV-S7H 1D L08E	VISERA Camera Head
CYF-VH	Cystoscopy Videoscope	WA50040A	EndoEye HD II (Video Laps) 10mm, 0°	OTV S7H 1N	VISERA Camera Head
CYF-VHR	Cystoscopy Videoscope	WA50042A	EndoEye HD II (Video Laps) 10mm, 30°	OTV S7H 1NA 10E	VISERA Camera Head
URF-P5	Flexible Ureteroscope	General Surgery	Laparoscopy Rigid Telescopes	OTV-S7ProH-HD-10E	HD Camera Head, Autoclavable
URF-P6	Flexible Ureteroscope	WA50372B	Laparoscopy Telescope 5.4 mm, 0°	OTV-S7ProH-HD-10Q	HD Camera Head, Autoclavable
URF-P6R	Flexible Ureteroscope	WA50373B	Laparoscopy Telescope 5.4 mm, 30°	OTV-S7ProH-HD-L08E	HD Camera Head, Autoclavable
URF-V	Flexible Video Ureteroscope	WA50374B	Laparoscopy Telescope 5.4 mm, 45°	OTV-S7ProH-HD-12E	HD Camera Head, Autoclavable
URF-V2	Flexible Video Ureteroscope	WA53000A	Laparoscopy Telescope 10 mm, 0° HD	OTV-S7ProH-HD-12Q	HD Camera Head, Autoclavable
URF-V2R	Flexible Video Ureteroscope	WA53005A	Laparoscopy Telescope 10 mm, 30° HD	CH-S190-XZ-E	3CCD HD Camera Head, Autoclavable
		WA53010A	Laparoscopy Telescope 10 mm, 45° HD	CH-S190-08-LB	HD Ultra Light Camera Head
		WA4KL100	Laparoscopy Telescope, 10 mm, 0°, UHD	CH-S400-XZ-EB	UHD Camera Head
		WA4KL130	Laparoscopy Telescope, 10 mm, 30°, UHD		
		WA4KL145	Laparoscopy Telescope, 10 mm, 45°, UHD		
		WA4KL500	Laparoscopy Telescope, 5 mm, 0°, UHD		
		WA4KL530	Laparoscopy Telescope, 5 mm, 30°, UHD		
		WA4KL545	Laparoscopy Telescope, 5 mm, 45°, UHD		

CYF-V2R, WA50040A, WA50042A, WA50050A, WA50052A added effective 10/1/17. CYF-VHR, CH-S400-XZ-EB, HYF-V, WA4KL100, WA4KL130, WA4KL145, WA4KL500, WA4KL530, WA4KL545 added effective 06/01/2017. CYF-4, CYF-V, A50021A, A50023A, LF-2 removed effective 08/01/2016. This offer and product list may be modified or discontinued at the discretion of Olympus. Olympus is a registered trademark of Olympus Corporation, Olympus America Inc., and/or their affiliates. | Medical devices listed may not be available for sale in all countries.



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