



AVENSYS ENDOSCOPY ENGINEERING

WHAT IS AVENSYS ENDOSCOPY?

Avensys' Endoscopy Service delivers exceptional customer service and technical support, offering comprehensive maintenance and repair solutions covering both optical and mechanical requirements for large and small diameter flexible video/ fibre scopes. We provide a cost-effective alternative to manufacturer services without compromising on quality.

As a specialist engineering division within Avensys, our dedicated Endoscopy Support Engineers undergo regular, manufacturer-specific training to ensure their technical expertise, skills, and knowledge remain at the highest industry standards.

INDUSTRY LEADING REPAIR TIMES

WHY SELECT AVENSYS?

At Avensys, we believe in giving our customers real choice. Our flexible maintenance solutions are designed to meet your specific clinical requirements, ensuring that your individual needs are always at the forefront.

Endoscopes undergo a rigorous check in / check out process which ensures that any faults are correctly identified upon arrival, and that all aspects of endoscope performance meet exacting criteria before being returned to our customers.

Our UK-based Endoscopy Repair Facility is staffed by a team of highly trained and experienced engineers, dedicated to maintaining the highest standards of care and precision.

Avensys Endoscopy Service — the no-compromise alternative to manufacturer service contracts.

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KEY BENEFITS

-  **SERVICE & REPAIR**
Our endoscopy engineers receive regular training as part of our continuous improvement programme, ensuring that they are always at the forefront of technology and techniques.
-  **LOAN SCOPES**
Avensys will provide endoscopes which will remain on your site for the duration of the contract. Should one of your devices develop a fault, you can simply pick up one of the loan pool endoscopes. No need to wait weeks for an endoscope to be sent.
-  **ENDOSCOPE RENTAL**
Short term periods of high demand on your endoscopy service do not necessarily warrant the outright purchase of new equipment. Endoscopes, stack systems, scope guides and light sources are all available to rent from Avensys Endoscopy.
-  **TECHNICAL TRAINING AVAILABLE**
We go beyond repairs — we help you prevent them. Our expert-led Endoscope Handling Training empowers your clinical teams with best practices for safe and efficient use. Correct handling means less damage, fewer repairs, and more uptime, ensuring your equipment performs at its best and your service runs smoothly every day.
-  **FREE UNLIMITED RECORD ACCESS**
Avensys Health – Inventory Management System (H-IMS) gives you visibility of the status of your equipment 24/7.
-  **ACCOUNT MANAGEMENT**
Avensys customers are allocated their own Account Manager. This ensures you have one point of contact who knows the exact details of your contract and account requirements.
-  **QUALITY ACCREDITED**
ISO14001, ISO9001 and ISO13485 accredited.
-  **TAILORED SERVICE PLANS**
Service plans range from Pay As You Go to Fully Comprehensive.
-  **CONTRACT MANAGEMENT**
We can manage your OEM contracts and negotiate better pricing on your behalf.



QUALITY ASSURED PARTS, PERFECT REPAIRS



The intricate design and delicate components of an endoscope demand expert care. Every repair must be carried out by highly trained endoscopy engineers using quality-assured parts, ensuring safety, reliability, and optimal performance.

All endoscope repair and maintenance work is carried out at our dedicated endoscopy workshops located at Avensys' UK head office.

Our highly trained engineers receive regular manufacturer-specific training, ensuring they stay up to date with the latest repair techniques and are fully equipped to service the newest endoscope models.

At Avensys, we use quality-assured parts sourced from the world's leading endoscopy parts manufacturers, meeting all current regulatory and MHRA requirements.

Because we operate independently of OEM pricing, we can offer significant cost savings on fully comprehensive contracts, without compromising on safety or quality.

As one of the world's leading Biomedical Engineering companies, Avensys provides ISO 9001, ISO 13485, and ISO 14001 accredited repair and maintenance services — delivering guaranteed quality, reliability, and value.



AVENSYS' UNIQUE LOAN PROVISION

When an endoscope develops a fault we understand how important it is to minimise any disruption to your service.



To ensure that you have a back up device ready to use in the event of a device developing a fault, we will, for the duration of your contract, provide you with endoscopes that remain at your site, ready to use at a moment's notice.

The more common industry loan model requires that the faulty device is sent off for repair and a loan unit is sent out to you - a process that can take up to six weeks.

ENDOSCOPY DEVICE SUPPLY

We can supply new and pre-owned endoscopy equipment to meet your requirements.



Endoscopes, light sources, stack systems and scope guides can all be purchased from Avensys. If you require advice on any aspect of acquisition we are happy to assist.

We are able to provide finance options if you wish and are able to undertake the commissioning of your devices to ensure a seamless process.



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