

# SERVICING FOR MICRO TORQUE DRILL SYSTEMS

*Good practice dictates that your Micro Torque Drill System consoles and handpieces are serviced every 12 months to ensure they remain in good condition.*

*This is 'preventative product maintenance' and avoids the disruption of equipment failing during surgery with the resulting potential for harming patients.*

## **Advantages**

- Maintains your equipment in good condition prolonging its life.
- Ongoing compliance to current standards.
- Benefit from software updates.
- Prevents malfunction of equipment during surgery.
- Loan equipment during service avoids disruption to theatre lists.
- Fixed repair costs over the duration of the contract.

## **What components are covered?**

- Electronic Control Console.
- Micro Motors.
- Surgical Handpieces.

## **Duration of the Contract?**

- We offer contract options from 1 year up to 3 years duration.
- The service contract operates on a 12 month cycle.
- The contract is invoiced annually at the beginning of each 12 month cycle.

## **What's included?**

- Comprehensive preventative service and repair (including parts and labour) of all items covered. This is carried out during of each 12 month contract period.
- Provide any further repairs as arise without additional charges throughout this period.
- Loan equipment where required to cover off site repairs delivered free of charge.
- Free return delivery from Mercian of all equipment.
- Collection from Hospital of equipment for yearly service by Mercian Representative or courier.
- Detailed Service report for each service.
- Complete archived Service History maintained at Mercian.

## **What's not Included?**

- Damage from mis-use and accidental damage (such as impact or water damage).
- Damage through repair or modification by unauthorised supplier or hospital department.
- Damage caused by an insufficient lubrication to handpieces and micro motors.
- Micro Motor cable damage and footswitch lead damage.
- Replacement of attachments (such as spray nozzles and tubing clips).
- We do not repair items we consider beyond their natural life or economical repair.
- Cost of additional collections (beyond initial yearly service) from Hospital of equipment by Courier.



## Electronic Console

- Visual inspection of external & internal wiring and connections.
- Update to the latest software version.
- Console is recalibrated and checked for overall functionality.
- The service is guaranteed for 12 months.
- Loan units are provided during service and in the event of failure.

Electronic Consoles are subjected to comprehensive electrical safety testing according to the requirements of the accepted standard IEC 62353 as follows;

### Earth bond testing

To test the integrity of the low resistance connection between the earth conductor and conductive metal parts, which in Class I devices may become live if there is a fault.

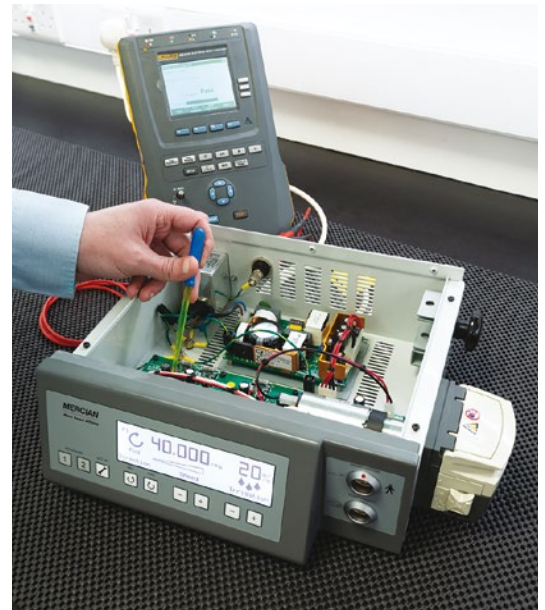
### Insulation resistance test

We test the insulation of the medical device between mains parts and earth, between applied parts and earth and, finally, between applied parts and mains parts.

### Leakage testing

It is current rather than voltage that is the source of electricity related injuries or deaths.

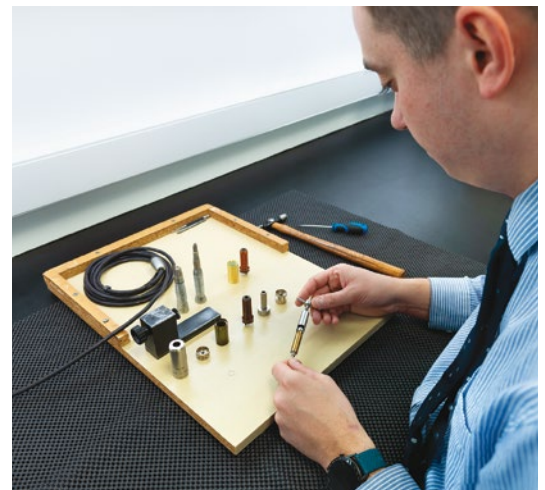
There are stringent rules on the design of medical equipment to ensure that the patient or operator is not exposed to those currents that do not form part of the functional operation of the device. Those currents are called leakage currents. We test to ensure leakage currents are within accepted levels.



## Micro Motors & Handpieces

The Micro Motors and Handpieces are critical components of the system which are subject to the reprocessing process enduring repeated autoclaving at 134 degrees and automated washing. It is therefore understood that they require regular scheduled maintenance to ensure they continue to operate effectively.

- Micro Motors and Surgical Handpieces are stripped down by our trained engineers, cleaned and assessed.
- New bearings are fitted as mandatory with other internal components replaced as required to restore full function.
- They are tested for function before being returned to customer in the knowledge they are safe and ready for surgery.
- The equipment is guaranteed for a further 12 months with any further maintenance required covered in this period by the contract.



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