

SERVICE & SUPPORT



CUSTOMER SERVICE
INSTRUMENTS

Geuder[®]
Precision made in Germany

SERVICE

WE TAKE CUSTOMER SERVICE SERIOUSLY.

By acquiring one of our high-quality products, you also receive access to our services. Based on our competent advice, which is non-binding for you, you can choose between our wide range of services, if required.



COMPETENT CONSULTING

- Tray screening and advice
- Optimization of instrumentarium
- Need-based offers



VALUE-PRESERVING REPAIR

- Restore functionality and performance to fulfill the intended use
- Repair with original spare parts according to the manufacturer's specifications
- Individual and damage-specific repair, also considering economic efficiency
- Final inspection before delivery
- High repair rate of 80 %
- Possible replacement if repair is not feasible or economical



QUALIFIED SERVICE

- Specialists for different types of instruments
- Competence by our trained surgical mechanics
- Professional expertise through decades of experience



The maxim of precision and perfection of Geuder AG products also applies to our after sales service. Professionalism and care are essential factors for our international success. With more than 40 highly qualified and experienced microsurgery mechanics and electronics engineers, we offer comprehensive maintenance and repair services for your instruments, device systems and accessories.

EXAMPLES:

1. H.-R. KOCH CAPSULE SCISSORS (G-32940)

Damage:

Blunt, chipped and bent cutting edges

Repair:

1. Cleaning and disassembling the instrument
2. Checking the individual components
3. Regrinding and aligning the blades
4. Assembling, functional test and final inspection

Before



After



2. VITREORETINAL FORCEPS 23G endgripping (G-36282)

Damage:

Jaws are bent, do not close

Repair:

1. Cleaning the instrument
2. Aligning the jaws and tips
3. Functional test and final inspection



3. VANNAS CAPSULOTOMY SCISSORS curved (G-19765)

Damage:

Tips are worn and dull, surfaces tarnished

Repair:

1. Cleaning the instrument, removing the silicate residues
2. Grinding the cutting edges
3. Aligning the blades
4. Functional test and final inspection



Regular inspections and maintenance increase the lifespan of your instruments and safety of patients.



REPAIR = SUSTAINABLE INVESTMENT

Use our repair service now.

Please use the enclosed form* or give us a call:



CUSTOMER SERVICE INSTRUMENTS
+49 6221 306-798

Send repairs (preferably with a proof of decontamination**) to:

Geuder AG (Reference: Repair) | Hertzstr. 4 | 69126 Heidelberg | Germany

or ask your sales representative to pick it up during his next visit.

* Repair order form also on our website:

www.geuder.de/en/service-support/repairs

** If you do not have your own proof of decontamination,
you can download our form (see link above)



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GEUDER AG reserves the right to make changes to technical details
in response to recent developments. GEUDER does not assume
liability for the accuracy of each individual statement.

Illustrations not drawn to scale.

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