

VOLUME **5**

STERRAD™

SUPERIORITY

A FACTSHEET BY

ASP™



Mastering Technical Service

THE IMPORTANCE OF HIGH-QUALITY TECHNICAL SERVICE

- ✓ High-quality after-sales service is critical for effective sterilization of medical devices, in turn, **optimising efficiency** within healthcare facilities and, most importantly, **ensuring the highest level of patient safety**¹
- ✓ Poorly maintained medical devices, including sterilizers, may pose a **safety risk, reduce productivity**, and increase the chance of **downtime and repair costs**^{1,2}
- ↳ Lack of preventive maintenance has been reported to result in excessive downtime for up to **50%** of hospital equipment, and can reduce the useful lifetime of such equipment by **30–80%**²
- ✓ Service contracts enable healthcare facilities to operate with **minimum downtime and maximum predictability**^{1,2}



What Are the Consequences of Inadequate Maintenance?

- ✓ If medical devices, including sterilizers, are not properly maintained, effective sterilization might be jeopardized, **putting patients at risk of harm**²
- ✓ Further, if parts of these medical devices are not properly serviced, Central Sterile Services Department (CSSD) **staff may be put at risk** of exposure to sterilant emissions above safe levels⁵
- ✓ As the **reprocessing needs fulfilled by Low Temperature Sterilizers (LTS) cannot be achieved with alternative reprocessing methods**, inadequate maintenance of LTS sterilizers and **resultant excessive downtime** could also:

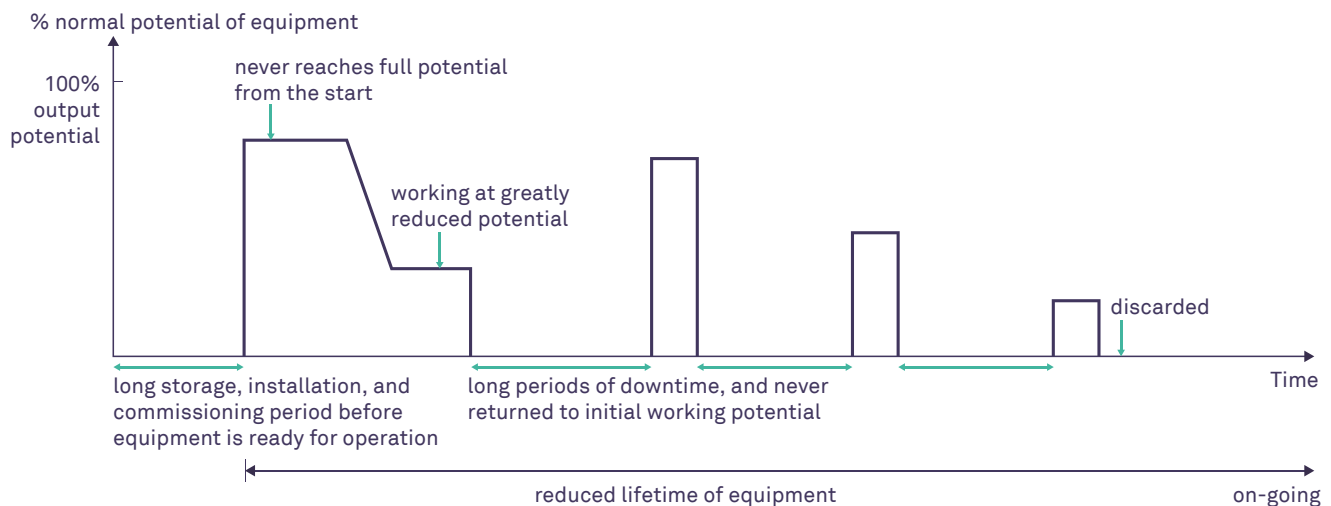
- ↳ **Severely disrupt workflow efficiency**, both within the CSSD and across the healthcare facility^{1,2}
- ↳ Lead to delayed or cancelled procedures, **negatively impacting the reputation of the healthcare facility**



In case the LTS is not operating for significant time, high-temperature sterilization is inappropriate for heat and **moisture sensitive devices**³ and an alternative reprocessing method, might not be available or adequate to provide the Sterility Assurance Level required to **protect patients**⁴

- ✓ A lack of proper maintenance could lead to **larger, more expensive repairs** needing to be performed, incurring avoidable costs and resource use^{1,2}
- ✓ Moreover, equipment may deteriorate to a state where it is beyond economical repair, **impacting the life expectancy of the system**^{1,2}

Lifetime of equipment **without** efficient technical support

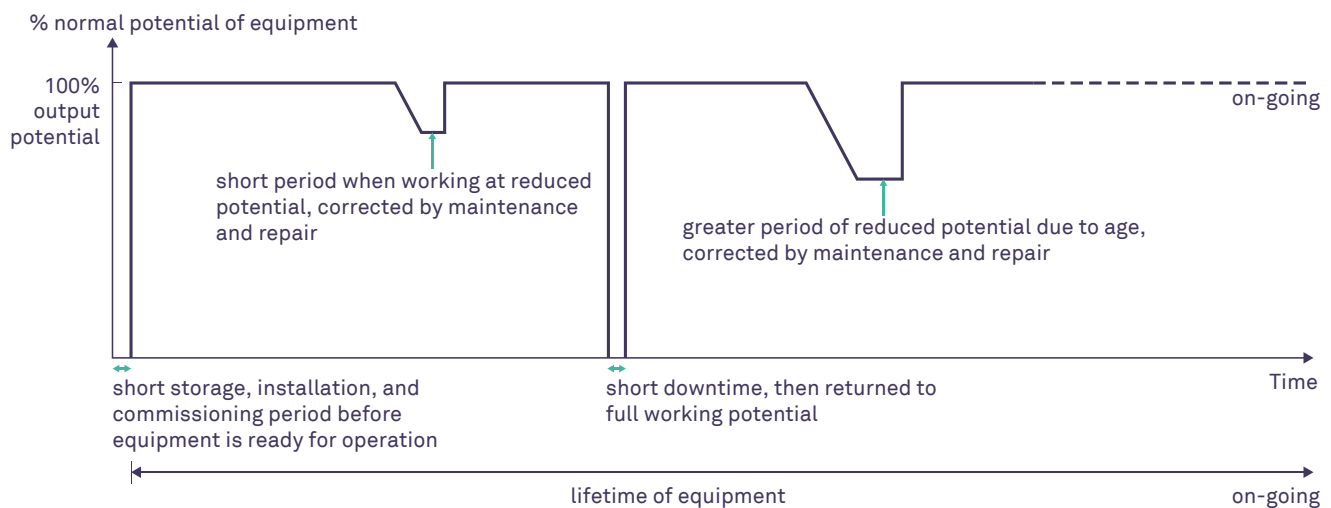


Source: World Health Organization. How to Organize the Maintenance of Your Healthcare Technology.

➔ In contrast, planned preventive maintenance ensures that equipment is **operational and safe**, enabling CSSDs to:

- **Prevent breakdowns** and subsequently reduce downtime¹
- **Minimise** equipment running and repair costs¹
- Guarantee accuracy and reliability, ensuring the equipment is **safe for patients, users and maintenance staff**¹

Lifetime of equipment **with** efficient technical support



Source: World Health Organization. How to Organize the Maintenance of Your Healthcare Technology.



Is Maintenance Provided by a Non-Authorized Third Party Sufficient?

➔ As with most industries, maintenance by a non-authorized third party, rather than the manufacturer, can **create risk equivalent to a complete lack of maintenance** and, further:

- Risks voiding the system's warranty
- Leads to more frequent, and costly, intervention due to lack of expertise
- Creates the false perception of proper maintenance

The ASP™ Technical Service Value Proposition Provides the Most Effective Solution

- >25 years of experience of low-temperature sterilization
- Highly-skilled Field Service Engineers (FSEs), specialising in each system type
- Dedicated European Training and Technical Centre

Industry expertise

- Conformity with local guidelines and hospital protocols
- ASP™ FSEs provide complete ISO 14937 validation for all STERRAD™ systems*

Rigorous maintenance process

- Global reach and large spare parts' inventories enabling rapid service-call completion
- Remote troubleshooting
- Customisable service contracts tailored to the customer's needs

Minimal disruption to productivity

* Relevant to countries where validation according to ISO 14937 is required



Key TAKEAWAYS

- ✓ Inadequate maintenance of medical devices, including sterilizers, can **disrupt workflow efficiency, increase costs, and jeopardize the life expectancy of the system**^{1, 2}
- ✓ Maintenance provided by a non-authorized third party is associated with the **similar risks as inadequate maintenance** but, through a lack of expertise, can also lead to more frequent interventions
- ✓ As part of the ASP™ Technical Service Value Proposition, customers can expect **industry expertise, rigorous maintenance processes and minimal disruption to productivity**

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