



ALTHEA

INTEGRATED HEALTHCARE  
TECHNOLOGY MANAGEMENT

# Service Cycle

If you have a defective device and you would like to send it to Althea- ~~no problem~~- here is what you have to do...

## 1. Call us.....

Register your defective endoscope or probe for pick-up service. We will pick up your device within 24 hours. On request you can get our FedEx account number for the transport. Then we will charge you the costs or you can send it by yourself.

We need the following information:

- Where should we pick up the scope?
- What is damaged?  
(you can also tell us the damages on your delivery note)
- Do you need a loaner?

## 2. Shipment of the scope

With the shipment of an endoscope or probe the requirement is that the scope is properly packed, i.e. that the scope is put into a protection sheet in the suitcase. If you should not have a protection sheet, we ask you to please mark this on the suitcase of the scope and to please additionally indicate this on your delivery note.

For further defective endoscopes or probes please call us for our "additional service card" and protection sheets.

Phone: +49 (0) 7552/92801-0

## 3. Your defective scope has arrived at Althea....

After receipt of the defective endoscope or probe we carry out an analysis of the damage. Within 3 days you will receive a cost estimate without obligation and free of charge. On the basis of this cost estimate you decide if we should carry out the repair or not. If you should have further questions please do not hesitate to contact our Customer Service Team.

## 4. If you need a loaner.....

Please contact your contact person. According to requirements a suitable loaner will be reserved for you. Loaners will be supplied without accessories (set of valves and water protection cap). If you should need accessories please inform us.

## 5. The device should be repaired by Althea....

Please send us the cost estimate approved by your signature via fax. After receipt of the approved cost estimate we will send you an order confirmation with delivery date. The repair will be carried out promptly.

Fax: +49 (0) 7552/92801-11

## 6. After each repair....

With your repaired endoscope or probe you will additionally receive:

- Repair statement
- Inspection sheet
- Shipping document
- Additional service card
- Protection sheet

## 7. Your contact persons in our Customer Service Team:

Repair, sales and loaners, probes,  
Flexible and rigid endoscopes:

Alexandar Djakovic Tel. + 49 (0) 7552/ 92801-15

Fax + 49 (0) 7552/ 92801-11



[www.althea-group.com/de](http://www.althea-group.com/de)

Your contact persons:



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Field:

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