



JENSEN INSTRUMENT TECHNOLOGIES
THE SYNONYM FOR SERVICE

Australian Owned and Operated

A large hexagonal image showing a close-up of dental work. A pair of dental pliers is being used to adjust a component of a dental chair or instrument. The background is blurred, focusing on the mechanical parts and the hands of the technician.

RESMART[®]

REPAIR · REFURBISH · REPLACE

REPAIR



REFURBISH



REPLACE

www.jenseninstruments.com.au



ABOUT RESMART

Jensen Instrument Technologies offers "Resmart" a service which will allow customers to have defective or outdated instruments repaired, refurbished, and/or replaced at the same price as the original repair. This service is beneficial because it eliminates price spikes associated with surgical instruments being replaced nearing the end of their life.

We always disclose the cost of our services upfront, so that our customers know exactly what they're paying. There are never any surprises with costs associated with our products or services.

It is possible to repair instruments elsewhere, but the quality of service provided by Resmart Service cannot be beat. We specially train our technicians in manufacturing rather than simply repairing existing instruments.

Our objective is to restore surgical instruments to as close to new as possible. Where we cannot repair an instrument, we will replace it at the cost of a repair. This results in both financial savings and instrument trays can be repeatedly up cycled.

THE RESMART SERVICE





THE RESMART REPAIR SERVICE

Your surgical instruments and equipment will receive top-notch service from Resmart Repair Service. You benefit from minimal case disruption, quicker repair turnaround, and lower service costs thanks to the ability to repair, refurbish, or replace most surgical instruments. Our team of skilled technicians take pride in providing exceptional craftsmanship with each repair, and our repair process is governed by the leading industry standards for quality ISO 9001. Additionally, Resmart offers on-demand and on-site education and training for your staff in an effort to reduce avoidable equipment damage. The aim? Improve patient safety, extend the equipment's useful life, and generate immediate cost savings.

RESMART REPAIR SERVICE INCLUDES:

◆ Surgical Instrument Repairs

Resmart Repair Service offers a full range of surgical instrument repair services, including laparoscopic instrument re-insulation, complex forcep repairs, surgical instrument diamond dusting and a lot more to ensure the integrity and performance of your surgical instruments.

◆ Flexible Endoscope Repairs

Resmart Repair Service offers a flexible endoscopy repair service that meets the highest standards of patient safety and quality. From simple maintenance to complex repairs, we keep flexible endoscopes working like new while reducing service costs.

◆ Rigid Endoscope Repairs

Resmart Repair Service offers a wide range of repair services for a network of rigid endoscopes and components, from rigid endoscopes to fiber optic cables and video equipment.

◆ Surgical Power Tool Repairs

As one of the most used items in the operating room, Resmart Repair Service helps extend the life of critical power tools such as pneumatic, electric/battery, phaco, and dental without sacrificing performance or quality.





THE RESMART REFURBISH SERVICE

At Jensen Instruments Technologies, we understand the importance of maintaining high-quality medical instruments for the best patient outcomes. That's why we offer a comprehensive refurbishment service for your surgical instruments at a fraction of the cost of purchasing new ones.

Our full tray refurbishment service can save you up to 80% compared to buying new instruments while ensuring ongoing performance and inventory management.

HIGH-QUALITY PROFESSIONAL REPAIRS

Our skilled technicians will handle every instrument with care, inspecting and rectifying issues such as poor manufacturing techniques or surface roughness. With proven quality repair processes and OEM specifications, Your instruments are restored to a like-new condition. We work with you to assess your current trays and provide a quote for refurbishment.

PRIORITISING PATIENT SAFETY

In addition to cost savings, our refurbishment service also prioritises patient safety. We focus on cross-contamination prevention and restoring surface finish integrity to improve cleaning efficacy and reduce the risk of corrosion. We also offer a 6-month warranty on all refurbished instruments for added peace of mind.

COST-EFFECTIVE AND ENVIRONMENT FRIENDLY

Our refurbishment service is a managed system with quick turnaround times for minimal downtime. Our service is cost-effective and environmentally friendly, with significant CO2 savings. We will also replace any non-repairable general instruments at no extra cost.





OUR SERVICES INCLUDE:

1

Continual upcycle for set quality, enhancing patient safety.

2

Focus on cross-contamination prevention and restoring surface finish integrity to improve cleaning efficacy and reduce the risk of corrosion.

3

6-month warranty on all refurbished instruments for added peace of mind for hospital purchasing officers.

4

A managed system with quick turnaround times for minimal downtime.

5

Replacement of non-repairable general instruments for the price of repair.

6

Proven quality repair processes and OEM specifications to restore instruments to their original state.

7

Environmentally friendly, with significant CO2 savings.

8

Dedicated account managers who provide support and communication throughout the whole process.



THE RESMART REPLACE SERVICE

We specialize in providing a instrument replacement service for surgical instruments that are at the end of their life. We understand that incurring spikes in cost as instruments reach the end of their life can be a hassle for hospital theatres. That's why we provide a cost-effective solution by identifying worn-out instruments and replacing them with new ones for the same price as the repair through our Resmart Replacement Service. Our customers always know what they're paying and never get unexpected bills.

OUR SERVICES INCLUDE:

- ◆ Cost-effective solution by replacing instruments for the same price as repair.
- ◆ Guaranteed industry-leading 18-month warranty on new instruments.
- ◆ Our surgical instrument repair workshops run 24 hours a day ensuring that your OR is running smoothly.
- ◆ All Instruments can be laser marked with your required markings at the same time as a replacement.



The following instruments can be covered by Resmart Replacement Service:

Scissors

Forceps

Organ and Tissue Grasping Forceps

Haemostatic Forceps

Bulldog Clamps

Vessel Clips

Approximators

Dissecting- and Ligature Forceps

Surgical Needles

Needle Cases

Needle Holder

Suture Instruments

Ligature Needles

Wound Retractors

Self-Retaining Retractors

Abdominal Retractors

Abdominal Surgery Intestinal- and Rectal Instruments

Gall Bladder - Liver - and Spleen Instruments

And many more

When the instruments arrive at our facility, they are checked and logged for traceability, we provide a quotation, and replacement is processed after the purchase order is received.

New instruments are laser marked for identification and passivated for safety.

Contact Jensen Instrument Technologies today to learn more about how we can help you maintain the best quality instruments for your patients with our Resmart Replacement Service.

EZI CASE™

EZI CASE™ is a fast, efficient time management packaging and transport option for surgical instrument repair logistics.

Collaborating with Jensen Instrument Technologies, the EZI CASE system provides hospital staff with hassle free freight options for instrument repairs, pivotal in the in-house 24 hour turn around guarantee. Made from impact resistant fabric, lined with foam interior, the EZI CASE is durable and can withstand any impact, protecting your delicate instrumentation.



EZI-CASE™

EZI CASE™ - A SYSTEM MAKING IT “EZI” FOR YOU.

STEP 1

Place all surgical instruments that are requiring service in your EZI CASE™

STEP 2

Fasten zips and place the supplied zip-tie through for ultimate security

STEP 3

Contact Jensen Instrument Technologies for collection of your EZI CASE™



1800 188 218



sales@jenseninstruments.com.au



02 6762 2766



www.jenseninstruments.com.au



[jenseninstrumenttechnologies](https://www.facebook.com/jenseninstrumenttechnologies)