



The New Global Service Program

# Hansatome<sup>®</sup> Microkeratome Preventive Maintenance/Cleaning Plan

Optimizes performance and helps to provide consistent  
reliable outcomes for your patients

**BAUSCH  
& LOMB**

# HANSATOME® MICROKERATOME PREVENTIVE MAINTENANCE (PM) IS ESSENTIAL

## BAUSCH & LOMB'S EXTENSIVE EXPERIENCE

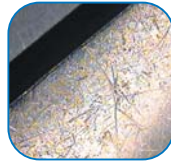
The Hansatome® Microkeratome is the market leading microkeratome. As a result, Bausch & Lomb has built up extensive expertise over many years in maintenance of the Hansatome® Microkeratome.

## PROBLEMS IF YOUR HANSATOME® MICROKERATOME DOES NOT GET PROPER PM:

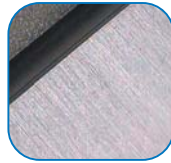
- Potential for malfunction during surgery could affect flap quality and patient satisfaction
- Unplanned delays in surgery could result in unhappy patients and loss of revenue

## BENEFITS OF REGULAR PM:

- Scheduled, reduced down-time, enhanced clinic efficiency
- Longer lasting equipment
- Calibrated equipment leads to more predictable performance and reduced risk of flap complications
- Historical records and statistical data shows that most units that have come for service/repairs and performance problems are due to lack of PM and improper cleaning



Example of scratches caused by improper use and poor cleaning methods



Example of the Hansatome® in a good condition

## CUSTOMER'S INFLUENCE

Customers play an active role in the condition of their Hansatome® Microkeratome and frequency of unplanned service. Less service visits and fewer problems with scratched and defective equipment are experienced if proper PM is scheduled and cleaning/sterilization instructions are followed.

## THE ESSENTIAL HANSATOME® MICROKERATOME PM PLAN

The best protection against equipment malfunction is to participate in a PM plan. It is essentially recommended that routine professional PM, calibration checks and cleaning, should be performed by the authorized service center 2 to 4 times a year based on customer usage profile. This will provide our customers with increased efficiency and equipment performance.



## THE BAUSCH & LOMB SERVICE

### GLOBAL SERVICE CENTER

Our Global Service Center provides a superior service with the necessary high-tech precision equipment to certify that your Hansatome® Microkeratome is functioning at its optimum, so you enjoy consistent and reliable performance during surgery.

### QUALIFIED STAFF

- Carefully selected staff
- Our mechanical and electronic service technicians undergo a rigorous 3-year apprenticeship
- Our technicians have an average of 10 years of experience and receive extensive training to maintain high quality standards.

### AUTHORIZED PARTS AND COMPONENTS

- All components used comply with B&L precision engineering standards
- Certified parts and components are available for replacement if needed

### HIGH QUALITY SERVICE

The service procedure is conducted under rigorous standards that include:

- Effective cleaning and sterilization upon arrival
- High levels of magnification (50X) for enhanced visibility
- Extremely accurate calibration equipment (within 0.0002 mm)
- High precision polishing and finishing equipment

### QUALITY CONTROL

- Process control is performed throughout the entire PM service by highly trained technicians
- A final quality inspection is completed after each PM service by specialized/trained QC inspectors
- The Service Center is ISO13485:1996 Certified

### 2 DAYS SERVICE TIME

- 2 days in-house PM service cycle time
- Our customers will have the flexibility to plan and schedule their units for PM service

# THE PREVENTIVE MAINTENANCE PROCESS

The Hansatome® microkeratome is a precision surgical device that needs to be maintained in order to preserve consistent performance and results.

The ten steps of the PM process outlined below, are carried out by highly trained technicians that are specialists in the maintenance of the microkeratome.



**1 DISINFECT**  
Each tray component, except the motor, is autoclaved and thoroughly cleaned according to the highest quality standards to eliminate any bloodborne pathogens.



**2 ASSESSMENT**  
The Hansatome® Microkeratome passes a rigorous assessment to ensure all functional parts are within specifications. Notification will be provided to the customer if any component is out of specifications and needs to be repaired or replaced.



**3 HEAD TOLERANCE CHECK AND RECALIBRATION**  
The heads are inspected to verify that all critical dimensions meet technical specifications. The heads that are out of calibration specifications are recalibrated with certified equipment to meet the high level of tolerances required to attain quality and consistent flap thickness.



**4 HEAD PLATE POLISHING**  
Each head plate is polished under high magnification stereo microscopes to ensure a high end surface finish to avoid corneal abrasions caused by heavy nicks, dents and scratches.



**5 RING / HANDLE VACUUM CHECK**  
All rings and handles are carefully assembled and checked to verify proper vacuum specifications.



**6 MOTOR CLEANING AND LUBRICATION**  
The motor gearbox is carefully disassembled and all components inspected to remove residue and debris. All parts are reassembled with proper lubrication. Motor gearbox is tested to verify proper functionality and current.



**7 COSMETIC FINISHING**  
Any component out of surface finish specifications will be refinished accordingly to obtain a consistent quality finish.



**8 ULTRASONIC CLEANING**  
Components are thoroughly cleaned to remove any residue and debris caused by the PM process therefore verifying proper cleanliness and performance. Note: All microkeratome units require sterilization prior to surgery.



**9 POWER SUPPLY TESTING AND CALIBRATION**  
The power supply is tested for electrical and vacuum functionality to ensure optimum operation.

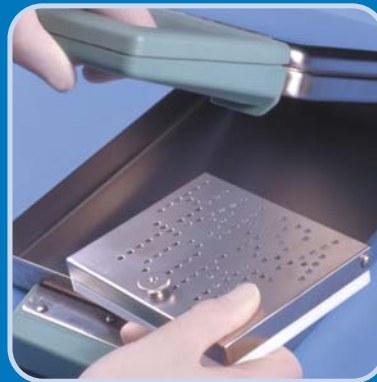


**10 QUALITY CONTROL**  
Finally, the entire Microkeratome goes through a rigorous quality control inspection procedure before leaving the facility to ensure optimum performance.

# THE IMPORTANCE OF YOUR PREVENTIVE MAINTENANCE PLAN AND CARE ROUTINE

THE HANSATOME® MICROKERATOME PREVENTIVE MAINTENANCE PLAN WILL HELP PROLONG THE RELIABILITY AND LIFE OF THE UNIT, SAVING DOWNTIME AND MONEY.

Making sure year after year that your Bausch & Lomb Hansatome® microkeratome is preventively maintained, will improve the reliability and precision of the equipment. Failure to follow any Bausch & Lomb instructions, not having proper maintenance, and using non-authorized repair centers, may result in much shorter product lifetime, increase servicing with costly repairs and cause harm to your patients.



## LONGER LASTING EQUIPMENT

- Regular Preventive Maintenance helps prolong the lifetime of the Hansatome® Microkeratome.

## CONSISTENT QUALITY SERVICE

Our highly trained staff and technicians provide a quick and precise maintenance

## REDUCE DOWN TIME AND SAVE MONEY

We provide 2 days service time for Preventive Maintenance service

## MAINTAIN HIGHEST LEVELS OF PERFORMANCE

Performance of the Hansatome® Microkeratome is maintained at a high level

PLEASE CONTACT YOUR LOCAL BAUSCH & LOMB SERVICE CENTER OR BUSINESS MANAGER TO ENROLL YOUR HANSATOME® MICROKERATOME IN THIS PLAN

Hansatome is a registered trademark of Bausch & Lomb Incorporated.

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& LOMB**