

Service, Repair & Parts



SurgicalOne is the only company able to sell original replacement parts for Leica Surgical Microscopes in the Michigan, Kentucky, Tennessee, and Ohio region. We offer the following services and repairs on Leica microscopes.

- Emergency Repairs
- Scheduled Maintenance
- Service contracts
- Component repair
- Component exchange
- Optics re-alignment
- Custom fabrication
- Installation
- Video and recording system repair
- Safe transportation of equipment

We have been a distributor of Leica for over 14 years and have had our own, full-service, surgical microscope service department since 2004. We have one of, if not the best equipped surgical microscope service departments in the region. We have 6 full-time dedicated field service engineers. We offer service on all brands of microscopes. We have a warehouse stocked with parts and fully assembled microscopes for testing and used/rebuilt spare parts. We also stock new replacement parts for many frequently replaced components (i.e. bulbs, fiber optic cables, video cables, control cables, eyecups, etc). We have rebuilt components ready to go in our exchange pool for larger items such as binoculars, XY units, foot controls, and optical heads. We offer in-house repair on all microscope components.

The aforementioned services are offered for all makes and types of surgical microscopes, we also provide repair service for most headlamp light sources. We offer full repair and support service for video displaying, capturing and recording equipment as well. We sell refurbished fully assembled microscopes of all makes in addition to being the authorized distributor for new Leica scopes.

SurgicalOne is the premier surgical specialty distribution company from the Midwest to the Midsouth. We serve the medical and surgical community with representation and distribution of the finest microsurgical, surgical and dental products.

Service, Repair & Parts

Surgical Service Agreement Options

A quick breakdown of the features offered in our service plans.

Plans	Platinum	Gold	Silver
Annual Preventative Maintenance	2 Included	2 Included	2 Included
On-Site labor, travel & mileage	Unlimited	Unlimited	10% Discount
Technical & Applications Center Support	√	√	√
Software Updates	√	√	√
24h Support	√	√	√
Replacement Parts	√		
Details	<ul style="list-style-type: none"> Provides highest level of protection from unexpected service expense. Covers all replacement parts, labor, and mileage for any repair performed on the covered microscope during the term of the agreement. This plan covers the entire microscope and floor-stand. Includes on-site labor for repairs related to the video camera & recording system but doesn't cover replacement parts for these or any other "add-on" systems. Includes 2 bi-annual PM services. Includes necessary software upgrades for the microscope controller and the video system. 	<ul style="list-style-type: none"> Provides the same labor coverage as our platinum plan, but does not cover ANY replacement parts- Labor, travel and mileage charges during the duration of the contract are included This plan includes 2 bi-annual PM service. 10% discount on replacement parts. Software upgrades are included as well. Free technical phone support provided by SurgicalOne, Inc. from 7am to 7pm, Monday-Saturday. 	<ul style="list-style-type: none"> This plan is an agreement to provide preventative maintenance (2 bi-annual PM services) on the microscope. In addition to the 2 bi-annual PM's, enrollment in this plan also awards you a 10% discount on any additional Labor and Travel charges incurred during the term of the agreement on the covered microscope.

SurgicalOne, Inc.
 23030 E. Industrial Dr.
 St. Clair Shores
 Michigan, 48080

P: 586.775.3300
 surgicalone.com
 info@surgicalone.com

