

Service, Repair & Parts

A regional Leica distributor for over 21 years, SurgicalOne has also had a full service, surgical microscope service department since 2004. We offer service on all brands of microscopes and have special expertise with Leica as their only factory authorized service agent in the Michigan, Ohio, Kentucky, Tennessee, West Virginia, Pennsylvania, Delaware, Southern New Jersey and Upstate New York areas.

We offer the following services and repairs on surgical microscopes:

- **Emergency Repairs**
- **Scheduled Maintenance**
- **Service Contracts**
- **Component Repair**
- **Component Exchange**
- **Optics Realignment**
- **Customer Fabrication**
- **Installation**
- **Video & Recording Repair**
- **Safe Transport of Equipment**

We offer the best equipped surgical microscope service department in the region with a dedicated staff of full time field service engineers.

In addition to servicing all brands of microscopes we have a warehouse stocked with parts and fully assembled microscopes. We also have rebuilt components ready to go in our exchange pool for larger items such as binoculars, XY units, foot controls and optic heads. We also offer in house repair on all microscope components.

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SERVICE AGREEMENT OPTIONS			
PLANS	PLATINUM *Multi Year Discount Available with Platinum Contracts*	GOLD	SILVER
Annual Preventative Maintenance	2 Services Per Year	2 Services Per Year	2 Services Per Year
On Site Labor, Travel & Mileage	Unlimited	Unlimited	10% Discount
Technical Applications Support	✓	✓	✓
Software Updates	✓	✓	✓
24 Hour Support	✓	✓	
Replacement Parts	✓		
DETAILS	<ul style="list-style-type: none"> This plan offers the highest level of protection and covers the entire microscope and floor stand. It covers all replacement parts, labor, travel & mileage for any repair performed on the covered microscope during the term of the agreement. Includes on site labor for repairs related to the video camera & recording system. <i>(Replacement parts for those and other add on systems are not included.)</i> Includes software upgrades for the microscope controller & video system. 	<ul style="list-style-type: none"> Provides the same labor, travel, & mileage coverage as the Platinum plan but does not cover replacement parts. Software upgrades are included which include upgrades for the microscope controller & video system. 	<ul style="list-style-type: none"> This plan is an agreement to provide 2 preventative maintenance services per year on the microscope Labor, travel, & mileage are included free of charge as part of the 2 covered PM's per year.

