

## gSource Instrument Repair Services

gSource is committed to putting the finest surgical instruments into the hands of surgeons and their teams. As part of this commitment, gSource provides sharpening, spring and screw replacement and refurbishing repair services to ensure quality performance during the entire life of your instruments.

Our highly skilled in-house repair technicians will expertly sharpen and repair your gSource instruments, and other instrument brands, according to gSource Verified Quality standards. Our superior customer service teamed with our instrument repair technicians will ensure you receive an excellent repair experience.



The following options are listed on our **Instrument Repair Price List**:

1. Sharpening
2. Spring and/or Screw Replacement
3. Repair and Refurbishment
4. Other - color code removal, etch removal, glass beading, gold plating, laser engraving, laser marking, laser welding.

### Customer Testimonial

"I am very pleased with the sharpened instrument! Hours of research has finally paid off. gSource is the only company that knows how to sharpen concave nail nippers. I will order my instruments only from gSource from now on." Dr. Scot Andrew

### gSource Repair Warranty

Instruments repaired by gSource repair technicians are guaranteed to be free from defects in material and workmanship for 90 days when used for their intended surgical purpose. Any repair that proves defective in workmanship or material within this 90 day period will either be repaired again or replaced, at the discretion of gSource, without charge. Instruments must be cleaned and sterilized prior to returning to gSource.

This warranty is void for gSource instruments serviced by any person or facility other than gSource. Warranty is not valid for gSource instruments that prove defective as a result of improper care and cleaning or misuse.

Pricing is listed on our **Instrument Repair Price List**. Please indicate any other repair service that does not have pricing on our Price List. Our repair technicians will need to review and evaluate your instrument once it is received. We will provide you with a quote for your approval prior to refurbishing.

**Instructions for sending an instrument needing sharpening or repair to gSource:**

1. Review our Price List.
2. Complete our Order Form.
3. Sterilize instrument prior to shipment to gSource. All returns to gSource must be accompanied by a Certificate of Sterilization. A Return Authorization (RA) number is not needed for instruments being repaired or returned.
4. Enclose the completed Order Form and Certificate of Sterilization in the package with the sterilized instrument needing sharpening or repair and ship via prepaid shipping to:

gSource  
Attn: Repair Center  
Delivery Location: Rear of Building  
19 Bland Street  
Emerson, NJ 07630

After repair of your instrument is completed, you will receive an invoice for payment. Payment must be received prior to shipment of your repaired instrument. We accept VISA, MasterCard and AMEX credit card payments. When you receive your invoice, please contact gSource Customer Service at 800-978-1119 with your credit card payment information. Our default ship method is UPS Ground unless an alternate method is specified.

If you have any questions, please contact the gSource Repair Center at 800-978-1119 or [repair@gSource.com](mailto:repair@gSource.com).

See **[www.gSource.com](http://www.gSource.com)** for detailed information describing our repair services and to print an Order Form, Price List or Certificate of Sterilization.



# instrument repair price list as of January 6, 2020

## Sharpening

### Scissors

	Repair Code	Unit Price in USD*
Plain Edge	REP SH SC 01	8.00
Serrated Edge	REP SH SC 02	10.00
Super-Cuts - Plain Edge	REP SH SC 03	13.00
Super-Cuts - Serrated Edge	REP SH SC 04	15.00
TC (Tungsten Carbide) - Plain Edge	REP SH SC 05	16.00

### Nail/Tissue Nippers

Straight Jaw	REP SH NN 01	15.00
Concave Jaw	REP SH NN 02	18.50

### Bone Cutters/Rongeurs

Single Action	REP SH BC 01	18.50
Double Action	REP SH BC 02	21.00
Sliding Shaft Punches/Rongeurs	REP SH BC 03	21.00

### Others

Curettes	REP SH OT 01	12.00
Chisels	REP SH OT 02	10.00
Elevators	REP SH OT 03	10.00
Gouges	REP SH OT 04	10.00
Knives	REP SH OT 05	10.00
Osteotomes	REP SH OT 06	12.00
Forceps	REP SH OT 07	10.00
Gelpi Retractors	REP SH OT 08	22.00
Instruments not listed - Contact gSource for quote	REP SH OT	to be quoted

### Spring and Screw Replacement – components at no charge, labor charge only for gSource instruments

Male/Female Leaf Springs (pair) <b>gSource instrument</b> - Specify instrument description on order form	REP SR 01	8.00
Barrel Spring (single) <b>gSource instrument</b> - Specify instrument description on order form	REP SR 02	8.00

### Spring and Screw Replacement – components and labor charge for non-gSource instruments

Male/Female Leaf Springs (pair) <b>non-gSource instrument</b> - Specify instrument description on order form	REP SR 03	21.00
Barrel Spring (single) <b>non-gSource instrument</b> - Specify instrument description on order form	REP SR 04	21.00

### For pricing on refurbishing instruments, see page 2.

Please note part number, instrument description and repair code on Order Form.

\*Prices are subject to change based upon on-site evaluation by gSource Repair Center. Some repairs may require components which have additional charges. We will contact you for approval for a price change prior to repair.

To inquire about repair of an instrument not listed on our price list, please contact us for a quote. Or, send us the instrument with an explanation of the requested repair on our Order Form. After evaluation by gSource Repair Center, a quote will be provided for your approval prior to repair.

Our default ship method is UPS Ground unless an alternate method is specified. For expedited shipment, please indicate on our Order Form and we will contact you with a quote for approval prior to shipping.

# instrument repair price list as of January 6, 2020

Refurbishing - includes sharpening, alignment, cleaning and lubrication.

Scissors	Repair Code	Unit Price in USD*
Plain Edge	REF SH SC 01	11.50
Serrated Edge	REF SH SC 02	13.50
Super-Cuts - Plain Edge	REF SH SC 03	16.50
Super-Cuts - Serrated Edge	REF SH SC 04	18.50
TC (Tungsten Carbide) - Plain Edge	REF SH SC 05	20.00

## Nail/Tissue Nippers

Straight Jaw	REF SH NN 01	18.50
Concave Jaw	REF SH NN 02	22.50

## Bone Cutters/Rongeurs

Single Action	REF SH BC 01	22.50
Double Action	REF SH BC 02	24.00
Sliding Shaft Punches/Rongeurs	REF SH BC 03	24.00
TPLO Blades	REF SH BC 04	22.50

## Others

Curettes	REF SH OT 01	16.00
Chisels	REF SH OT 02	14.00
Elevators	REF SH OT 03	14.00
Gouges	REF SH OT 04	14.00
Knives	REF SH OT 05	14.00
Osteotomes	REF SH OT 06	14.00
Instruments not listed - Contact gSource for quote	REF SH OT	to be quoted

## Other

Color Code Removal	REF OT 01	9.00
Etch Removal	REF OT 02	9.00
Glass Beading	REF OT 03	to be quoted
Gold Plating	REF OT 04	to be quoted
Laser Engraving	REF OT 05	to be quoted
Laser Marking	REF OT 06	to be quoted



gSource, LLC  
 Attn: Repair Center  
 Delivery Location: Rear of Building  
 19 Bland Street  
 Emerson, NJ 07630  
 USA

P (800) 978-1119  
 (201) 599-2277  
 F (201) 599-3306  
 E [repair@gSource.com](mailto:repair@gSource.com)  
[www.gSource.com](http://www.gSource.com)

# instrument repair order form

Quantity	gSource or Other Brand Part Number	Instrument Description	Repair Code per price list	Unit Price in USD	Total
Example: 1	gS 16.4195	ENTER DESCRIPTION OF INSTRUMENT	REP SH SC 01	7.00	7.00

Contact Name \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Ship to Address \_\_\_\_\_  
\_\_\_\_\_

**Please complete information requested above and include this Order Form in your shipment to gSource with your instrument(s). See page 2 for further instructions on completing this Order Form and shipping your instrument(s) to gSource.**

Add any additional comments to this section \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# instrument repair order form

## Instructions for completing Order Form:

1. Review our Price List on [www.gSource.com](http://www.gSource.com).
2. Where indicated on page 1 of this Order Form, note quantity, instrument part number, instrument description and the repair code referenced on our Price List.
3. Complete your full contact information and ship to address for the return shipment on page 1 of this Order Form.
4. For any repairs not listed on our Price List, include an explanation of the requested repair in the Instrument Description column on page 1 of this Order Form. We will provide you with a quote for your approval prior to repair.
5. Sterilize instrument prior to shipment to gSource. All returns must be accompanied by a **Certificate of Sterilization**. See [www.gSource.com](http://www.gSource.com) to print and complete the Certificate of Sterilization. A Return Authorization (RA) number is not needed for instruments being repaired or refurbished.
6. Enclose the completed Order Form and Certificate of Sterilization in the package with the sterilized instrument needing sharpening or repair and ship via prepaid shipping to gSource at the address listed below.

After repair of your instrument is completed, you will receive an invoice for payment. Payment must be received prior to shipment of your repaired instrument. We accept VISA, MasterCard and AMEX credit card payments. When you receive your invoice, please contact gSource Customer Service at 800-978-1119 with your credit card payment information. Our default ship method is UPS Ground unless an alternate method is specified.

## gSource Repair Warranty

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If you have any questions, please contact the gSource Repair Center at 800-978-1119 or [repair@gSource.com](mailto:repair@gSource.com).

# gSource®

gSource, LLC  
Attn: Repair Center  
Delivery Location: Rear of Building  
19 Bland Street  
Emerson, NJ 07630  
USA

P (800) 978-1119  
(201) 599-2277  
F (201) 599-3306  
E [repair@gSource.com](mailto:repair@gSource.com)  
[www.gSource.com](http://www.gSource.com)



ISO 13485 Certified  
FS 589741  
FDA Registered



gSource, LLC Founded 1999



gSource, LLC  
19 Bland Street  
Emerson, NJ 07630  
USA

(201) 599-2277  
F (201) 599-3306  
www.gSource.com

### Certificate of Sterilization for Instrument Repairs (CofSR)

**OSHA Standards (29 CFR 1910.1030) require used instruments to be sterilized prior to shipping.**

OSHA Bloodborne Pathogens Standard (29 CFR 1910.1030) requires the use of appropriate sterilization on potentially contaminated equipment and instrumentation prior to transporting. This is necessary to ensure that equipment is in a condition that makes it safe to be handled by all personnel who may have contact with it during transit and subsequent handling. All used surgical equipment is assumed to have potential exposure to blood or other potentially infectious materials.

Instructions:

1. Sterilization and CofR for used instruments must be completed by the enduser.
2. Sterilize used instruments using OSHA-approved protocols.
3. Complete checklist below and enclose original CofR document with returned instruments.

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Sterilization of instrument(s) for shipment to gSource has been performed as above.

Sterilization performed by:

Print first and last name: \_\_\_\_\_

Signature: \_\_\_\_\_

Facility name: \_\_\_\_\_

Phone: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_