

introduction to gSource: manufactured instruments guide



1 - introduction

Partnering with gSource

Your company's image depends on the quality of your products. From design to development, prototypes to full-run production, we are committed to being a valuable business partner, always providing a real return on investment. We designed this guide to answer some general questions you may have about partnering with gSource and how we can help provide solutions to your custom and standard instrument needs.

gSource Mission

gSource is committed to putting the finest instruments into the hands of surgeons and their teams.

Not all instruments are created equal. Adequate for the job is, in reality, inadequate. A better instrument reduces distractions and facilitates surgical procedures. A better instrument helps a surgeon perform at his/her best. A better instrument leads to better results. gSource provides better instruments.

Trusted Supplier to World Leaders

Many world leaders and innovators in orthopedics and spine have found in gSource a trusted and reliable partner.

What our Customers Say about gSource

"You are the first supplier I go to when searching for an instrument due to your excellent lead times and pricing."

"Thank you for providing us with quality instrumentation on a tight schedule. We completed four successful surgeries last week with the instruments you produced, which will improve the lives of four people, with many more to follow."

"gSource has been, and continues to be a solid supplier; with the best interest of their customers driving them. It is a pleasure to do business with gSource."

Orthopedic and Spinal Focus

Founded in 1999, gSource is more than a source for quality instrumentation. gSource is an advocate for the orthopedic and spinal community. We can be relied upon to provide superior instrumentation and do so in a time-critical fashion.

Guarantee

All standard instruments are guaranteed for life against manufacturing defects of material and workmanship. Any instrument proving to be defective will be replaced or the purchase price refunded.

1. Tungsten carbide inserts are guaranteed for three years. Replaceable parts, other than springs, are guaranteed for one year. Replaceable springs are guaranteed for life against manufacturing defects of material and workmanship.
2. This guarantee is void if instruments are altered or not maintained or repaired properly or if they are not used for their intended surgical purpose.
3. Any unused instrument may be returned for full credit within 90 days of invoice date.

gSource Advantages

- Realistic price
- Verified quality
- On-time delivery
- Skilled German craftsmanship
- Precise U.S. machining
- Orthopedic and spinal focus
- Product development support
- CAD support
- Custom labeling, packaging and marking
- Unique and standard instrument patterns
- Large selection and inventory
- Forgings inventory
- Customer inventory management
- Instrument sharpening and repair
- Superior personal customer service
- On-site visits
- ISO 13485:2003 Certified
- Full satisfaction guarantee



gSource, LLC Emerson, NJ USA
Founded 1999

gSource Attributes

Whether crafted from German surgical stainless steel, or machined from U.S. surgical stainless steel, our instruments are recognized by their finely finished surface. They are designed to perform with precise surgical function and are also conceived to be affordable. It is this combination that distinguishes a gSource manufactured instrument.

Pricing

gSource instruments are conceived to be affordable and our pricing is competitive with other similar high quality instrument manufacturers. Please contact us to receive a quote on the instruments needed for your project. Our quotations are valid for a period of four weeks. Instruments are usually quoted in quantities of 1/10/25/50/100/250/500 unless other quantity breakdowns are requested in writing.

Order Placement, Shipping and Invoicing

You can place orders with gSource by email, phone or fax using the contact information listed on the back page of this brochure.

We will ship to your facility or drop ship directly to another location as specified. Our default ship method is UPS Ground from our NJ facility unless an alternate method is specified on your purchase order. Orders received by 4:00pm EST for in stock instruments will ship same day, unless special requirements such as marking, labeling or packaging are specified.

Invoices are generally emailed to your billing address within 24 hours of shipment. Shipping and handling charges will be added to the invoice when applicable.

Payment Terms and Conditions

Payment terms for new accounts is prepaid. Once credit application and credit references are submitted to and approved by gSource, payment terms will be established. Payment terms will be noted on invoices. Accounts with invoices over 30 days past due may be placed on credit hold and may be subject to late fees with payment terms changed to prepaid and shipment of orders held. We accept VISA, MasterCard and AMEX credit card payments at the time of order placement only.

Service First

Your inquiries will be answered quickly and accurately by knowledgeable professionals. We are committed to being a valuable business partner and to always provide a real return on investment.

Our office hours are 8:30am to 5:15pm EST.

Precise Machining*



Skilled Craftsmanship*



Service First



*courtesy of gSource manufacturing facility.

3 - custom and standard instruments

Custom Versus Standard

Instrument making is still a fine art done by master craftsmen in our German, Polish and U.S. manufacturing facilities. gSource provides both custom and standard instruments. We define these as follows:

Custom: Instruments manufactured according to your drawings and specifications.

Standard: Instruments contained in the gSource catalog (see page 4). Also referred to as "off-the-shelf" instruments.

Custom Instrumentation

gSource will create entirely new instruments in a timely and economical manner. For an accurate quotation and delivery schedule, send us a sample, sketch or drawing.

Standard Instruments

The gSource catalog contains nearly 4,100 standard instruments primarily used in orthopedic and spinal procedures, as well as instruments used in general surgery. A total of over 49,500 instruments are currently stocked in our NJ warehouse, with the majority being readily available from stock for same day shipment.

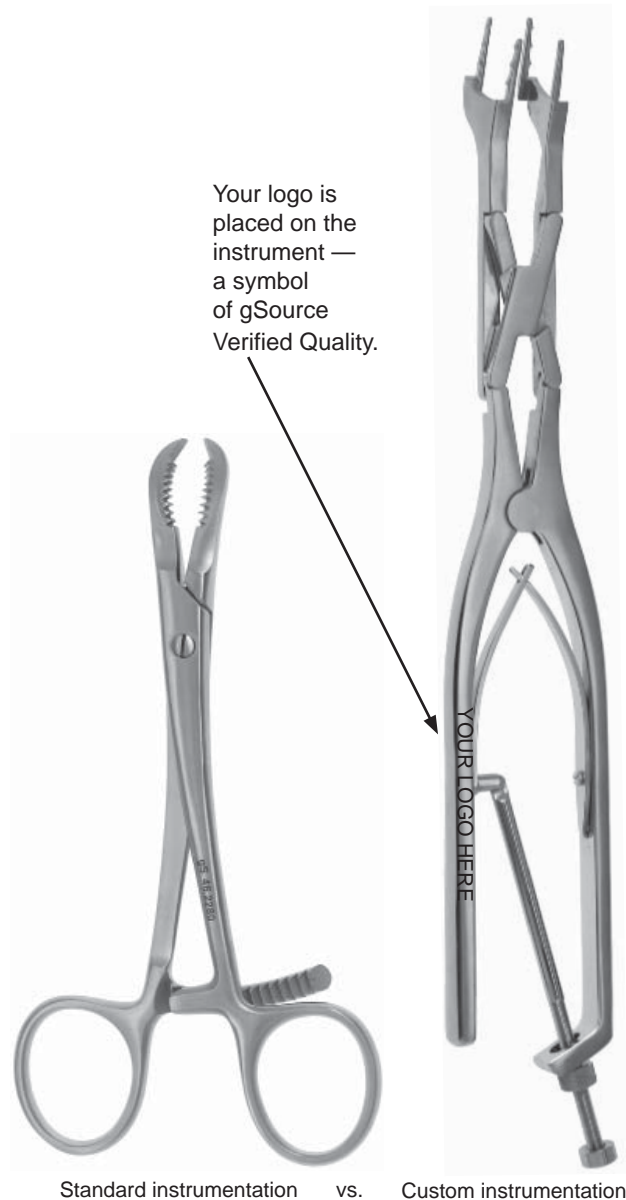
gSource standard instruments can be a relied upon source to consider for use in:

- Fulfilling sales rep requests
- Your labs or training centers
- Your product development research needs
- Completing instrument sets

gSource Product Labeling/Marking

gSource standard instruments are marked with the item part number preceded by "gS" (example gS 11.2000). Generally, an item is sealed in a poly bag and a gSource label is placed on the outside of the bag. The label will include at a minimum the part #, item description, unit information, lot number, non-sterile description, gSource logo and website address.

As required, gSource standard or custom instruments can be custom marked with your company name, logo, and part number, and sealed in a clear poly bag, or custom labeled and packaged according to your specifications.



gSource Catalog

The catalog is arranged in order by instrument family. The first two digits of gSource (gS) part numbers correspond to a general instrument group. Each page is marked with an instrument group # followed by a page # (i.e. 81/15).

The 2017 edition includes over 4,100 standard patterns. The majority of gSource instruments are forged and machined in Germany and readily available for immediate shipment from our NJ facility. Every effort was made to represent this hand-selected collection with accurate pictures and detailed tip illustrations.

Contact us to obtain copies. Please inquire if you do not find an instrument you are looking for in the catalog, as we may be able to custom make it for you.



Cover of gSource catalog



Sample page of gSource catalog

gSource Website - www.gSource.com

On the gSource website you will find useful features such as a pdf file of our entire catalog with a search feature, latest new product introductions, company news including our quarterly OEM newsletter and tradeshow we attend.

You can also follow/connect with us through our social media platforms:



www.facebook.com/gSourceLLC



www.twitter.com/gSourceLLC



www.Linkedin.com/company/gSourceLLC

Cross Reference

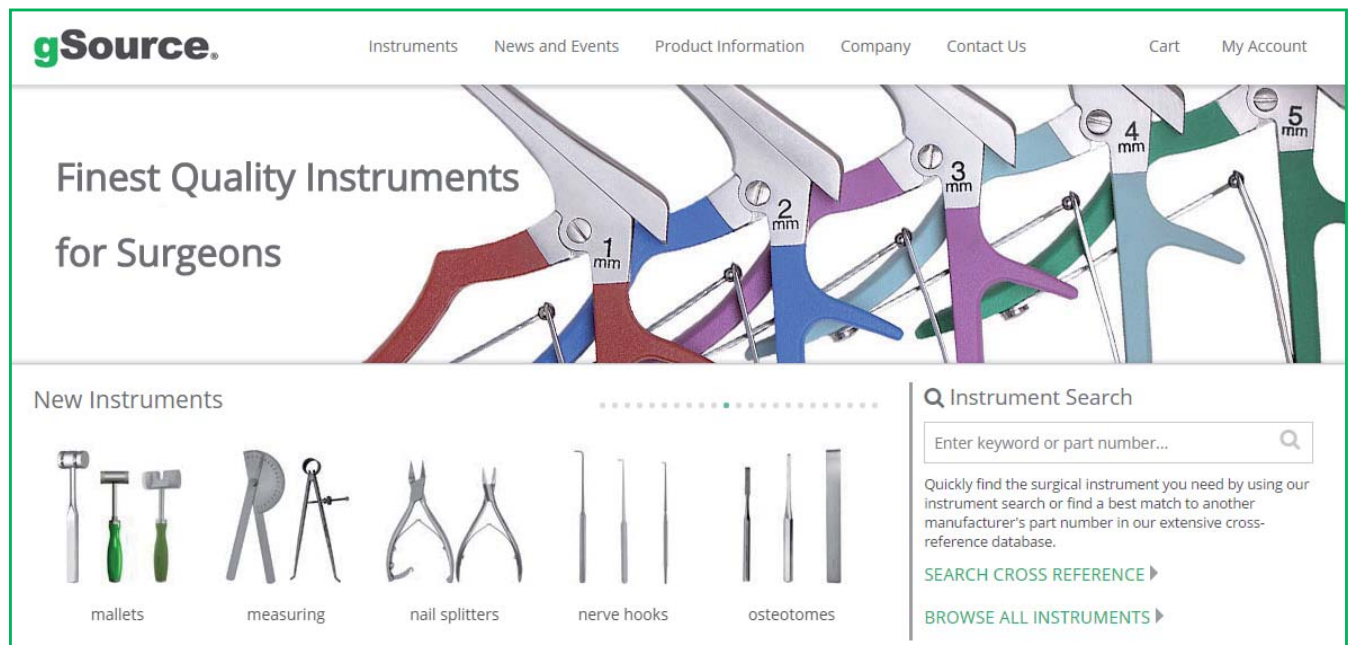
You can use the Cross Reference feature on our website to help you search for the gSource equivalent of another brand-name part number.

If a cross reference is not found on our website, email or fax gSource customer service a copy of the instrument picture and description or instrument brand-name part number.

Cross Reference Lookup

Our cross reference lookup contains the catalog numbers of many surgical instrument companies to quickly help you find the gSource surgical instrument you need.

Begin by entering at least 3 characters of the manufacturer's part number in the search box above.



Home page of gSource website

5 - verified quality

gSource Verified Quality

Every gSource instrument must pass detailed Quality Assurance (QA) tests before it can be sold.

Instruments are inspected for:

- Critical Dimensions
- Function
- Pattern Consistency
- Workmanship
- Material

We perform the following QA tests to ensure that every instrument we sell will perform its function during critical surgical procedures.

Surface inspection

All instruments are visually inspected for defects in material and surface finish. They must have a flawless satin finish and be free of excess lubricants and foreign substances.

Dimensions verified

Critical dimensions are measured with calipers, micrometers, or other specialty gauges and compared to technical drawings or gSource catalog descriptions. To ensure pattern consistency, instruments are compared to inspection samples.

In addition, instruments are inspected according to your inspection procedure.

gSource Quality Policy

We ensure that gSource products consistently meet relevant and applicable requirements and specifications and we strive to provide outstanding service to our external and internal customers.

Top management ensures its commitment to comply with relevant and applicable requirements and to maintain the effectiveness of the gSource Quality Management System.



ISO 13485:2003 Certified
FS 589741
FDA Registered

Verified Quality
Hardness Tester



Verified Quality
Height Gauge



Verified Quality — Optical Comparator



Verified Quality — Caliper



Engineering

The gSource product engineering team is available to help you with development of custom instruments from prototypes to full-run production for your next project. We specialize in designing orthopedic and spinal instrumentation sets and have expertise in providing the necessary drawings, CAD support and 3D models for instrument and tray design.

We can work with your team to design your next set/kit from concept to delivery.

Please contact us for a quote on the instruments or services needed for your project.



Instrument Sharpening and Repair

gSource offers sharpening, spring and screw replacement and refurbishing repair services to ensure quality performance during the entire life of your gSource 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. Visit www.gSource.com for more information about our sharpening and repair services.



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.

Instructions for Sending Repairs to gSource

1. Review our Repair Price List on www.gSource.com.
2. Print out and complete our Order Form on www.gSource.com. Please be sure to complete your contact information and address for the return shipment. Refer to the Price List for Repair Codes to include on Order Form where noted. Include the quantity, part number and description of the instrument being returned where noted.
3. Sterilize instrument prior to shipment to gSource. All returns to gSource must be accompanied by a Certificate of Sterilization.
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, LLC
Attn: Repair Dept.
19 Bland Street
Emerson, NJ 07630

After sharpening and/or 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 with your credit card payment information. Our default ship method is UPS Ground unless an alternate method is specified.

Evaluation Samples

Samples for evaluation are available from gSource. Evaluation samples can only be supplied against a valid purchase order number and are invoiced at the time of shipment on established payment terms. Undamaged, unused evaluation samples may be returned for full credit within 45 days. Samples and sets used in surgery cannot be returned. Refer to our Returns Policy for specific instructions on how to return instruments to us.

Trial Use Samples

gSource offers trial use samples for select instruments. Please contact gSource Customer Service to determine availability. gSource trial use samples may be used in surgery and are marked with "gSource Sample" and "Trial Use Only". gSource does not ship sterile instruments and sterilization is advised according to recommended parameters.

Returns

gSource will accept instruments covered by the gSource guarantee. We cannot accept the following for credit or refund:

1. Instruments not in their original condition.
2. Instruments which have been used in surgery, unless defective. Used instruments must be sterilized prior to return and must be accompanied by a completed Certificate of Sterilization.
3. Instruments with an invoice date of more than 90 days.
4. Custom-made, custom-marked, special order or altered instruments.
5. K-Wires, Steinmann Pins, Cerclage Wire, Distraction Screws, Gigli Saw Blades.

At our discretion, a 15% restocking fee of the total value returned may apply, unless return is due to gSource error, defective product or if product was received damaged. Should instruments require neutralization for custom etching, a charge of \$5.00 USD per unit will be assessed.

Instructions for Returns to gSource

A Return Authorization (RA#) is required for all returns to gSource. Please contact gSource Customer Service via email or telephone to obtain an RA# prior to your return.

The following information must be provided when requesting an RA#:

1. gSource part number(s) and quantity being returned
2. Reason for return
3. gSource invoice number or pack slip #

All returns to gSource must be accompanied by a completed Certificate of Sterilization (CofS). This is to comply with OSHA Standards (29CFR1910.1030) requiring all used instruments be sterilized prior to shipping. New instruments may be indicated on the CofS.

Please do not sterilize instruments that have not been used. A copy of our CofS will be provided to you at time of RA# assignment should you require one. You may download CofS at www.gSource.com. Please note that sign off on a CofS by a third party is not acceptable.

Once assigned an RA#:

1. Package your returned instruments carefully and securely, using original gSource packaging and labeling where possible to securely protect against damage during transit.
2. Include a copy of the gSource invoice or pack slip, the Certificate of Sterilization and any other documentation needed.
3. Send your return to:
gSource, LLC
Attn: Returns
19 Bland Street
Emerson, NJ 07630
The RA# must be noted prominently on the package. gSource reserves the right, at our discretion, to refuse any package not properly marked.
4. Ship your return to gSource via prepaid shipping.

All returns are subject to inspection by gSource Quality. A credit memo will be issued once the samples have passed inspection.



gSource, LLC
19 Bland Street
Emerson, NJ 07630
USA

P (800) 978-1119
(201) 599-2277
F (201) 599-3306
E email@gSource.com
www.gSource.com



ISO 13485:2003 Certified
FS 589741
FDA Registered



gSource, LLC Founded 1999