

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.

See **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 September 1, 2022

Sharpening

Scissors

	Repair Code	Unit Price in USD*
Plain Edge	REP SH SC 01	9.00
Serrated Edge	REP SH SC 02	11.00
Super-Cuts - Plain Edge	REP SH SC 03	14.00
Super-Cuts - Serrated Edge	REP SH SC 04	16.00
TC (Tungsten Carbide) - Plain Edge	REP SH SC 05	17.00

Nail/Tissue Nippers

Straight Jaw	REP SH NN 01	16.00
Concave Jaw	REP SH NN 02	19.00

Bone Cutters/Rongeurs

Single Action	REP SH BC 01	19.00
Double Action	REP SH BC 02	22.00
Sliding Shaft Punches/Rongeurs	REP SH BC 03	22.00

Others

Curettes	REP SH OT 01	13.00
Chisels	REP SH OT 02	11.00
Elevators	REP SH OT 03	11.00
Gouges	REP SH OT 04	11.00
Knives	REP SH OT 05	11.00
Osteotomes	REP SH OT 06	13.00
Forceps	REP SH OT 07	11.00
Gelpi Retractors	REP SH OT 08	23.00
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) gSource instrument - Specify instrument description on order form	REP SR 01	9.00
Barrel Spring (single) gSource instrument - Specify instrument description on order form	REP SR 02	9.00

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

Male/Female Leaf Springs (pair) non-gSource instrument - Specify instrument description on order form	REP SR 03	21.00
Barrel Spring (single) non-gSource instrument - 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 September 1, 2022

Refurbishing - includes sharpening, alignment, cleaning and lubrication.

Scissors	Repair Code	Unit Price in USD*
Plain Edge	REF SH SC 01	12.00
Serrated Edge	REF SH SC 02	14.00
Super-Cuts - Plain Edge	REF SH SC 03	17.00
Super-Cuts - Serrated Edge	REF SH SC 04	19.00
TC (Tungsten Carbide) - Plain Edge	REF SH SC 05	21.00

Nail/Tissue Nippers

Straight Jaw	REF SH NN 01	19.00
Concave Jaw	REF SH NN 02	23.00

Bone Cutters/Rongeurs

Single Action	REF SH BC 01	23.00
Double Action	REF SH BC 02	25.00
Sliding Shaft Punches/Rongeurs	REF SH BC 03	25.00
TPLO Blades	REF SH BC 04	23.00

Others

Curettes	REF SH OT 01	17.00
Chisels	REF SH OT 02	15.00
Elevators	REF SH OT 03	15.00
Gouges	REF SH OT 04	15.00
Knives	REF SH OT 05	15.00
Osteotomes	REF SH OT 06	15.00
Instruments not listed - Contact gSource for quote	REF SH OT	to be quoted

Other

Color Code Removal	REF OT 01	10.00
Etch Removal	REF OT 02	10.00
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 - customized requirements/specification(s)*	REF OT 06	to be quoted

*Also includes Datamatrix and QR code laser marking



An ARCH Medical Solutions Company

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

www.gSource.com

instrument repair order form

Instructions for completing Order Form:

1. Review our Price List on 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 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.

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If you have any questions, please contact the gSource Repair Center at 800-978-1119 or repair@gSource.com.



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ISO 13485 Certified
FS 589741
FDA Registered



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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.

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: ____/____/____