



THE FULL
SERVICE
OEM
PROVIDER



WOM Technical Service

We keep you moving forward




Deep product knowledge

Dedication to quality

WOM has dedicated the past 40 years to the development of innovative medical devices for Minimally Invasive Medicine (MIM) worldwide. As pioneers, WOM is on the forefront of medical technology and trends with our insufflators and fluid management pumps. WOM technical service located in Germany, Hong Kong and the U.S. is an integral part of our offering as a full-service OEM provider.

OUR MISSION

To provide consistent, best-in-class technical service by managing, resolving, and preventing problems efficiently; communicating effectively; and exceeding customer expectations. We also strive for continuous improvement by measuring our performance against our customers' expectations.

A man in a light blue button-down shirt is working with medical equipment. He is holding a small, cylindrical device with a yellow label and a black knob. The equipment includes various gauges, hoses, and a blue gas cylinder. The background is a blurred office or laboratory setting.

Total customer satisfaction
is our number one goal.

Uwe Kreitel, Management | Berlin

Managed maintenance options

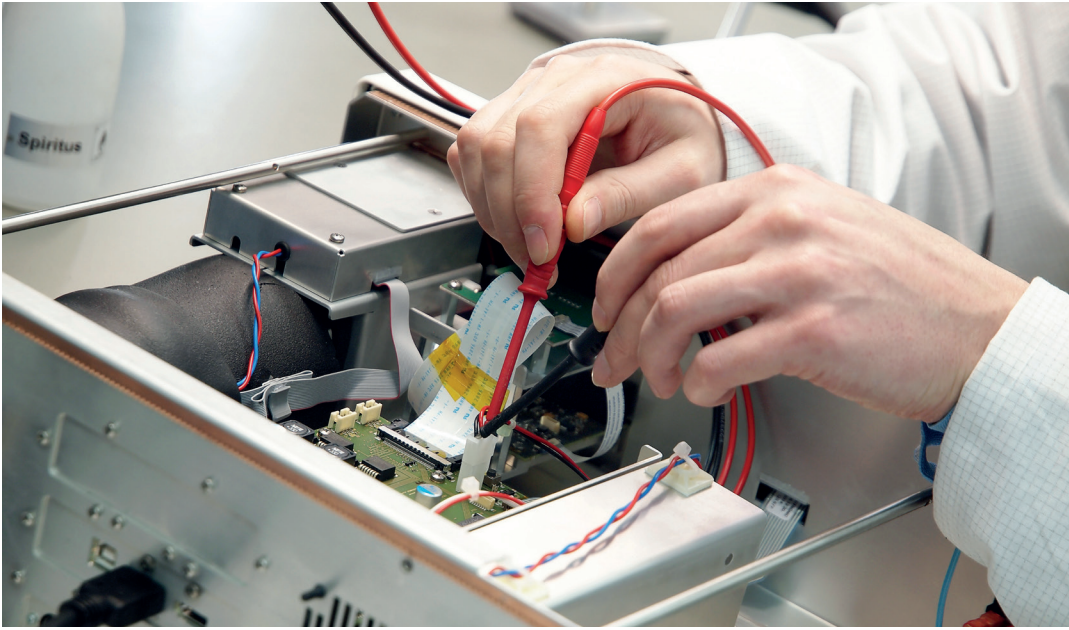
Customized for your unique needs

SERVICE AND SUPPORT

WOM has invested in state-of-the-art service equipment to ensure patient-ready medical devices that have been thoroughly tested and inspected. Routine device maintenance will ensure your customers' continued satisfaction by reducing device problems in the field. Additionally, our documentation satisfies regulatory reporting requirements and allows for optimal quality control and support for indemnity if adverse events occur.

WOM technicians are highly trained and experienced in maintaining all of our medical devices. Our repair facilities include disinfection rooms, specific repair rooms for each device, original spare parts and step-by-step protocol testing to ensure quality work. We also provide support through e-mail, by phone or will even travel for on-site assistance if needed. All WOM original spare parts provide a one-year guarantee.





GLOBALSERVICE.NET PROVIDES SERVICE SUPPORT

Help is at your fingertips! Your time is valuable and online help is often the easiest way to a solution. Therefore, we offer exclusive online tools in a portal to provide access to real-time software updates and error code lists. Be sure to ask about **GlobalService.net** for your specific technical service needs.

IN-DEPTH TRAINING AND SUPPORT

WOM appreciates its partnership with you and your company. We want to partner in the way that best meets your goals and expectations. We recommend WOM service for its high level of technical expertise in our devices. However, if you currently handle device repairs internally, WOM certified trainers can provide technical training to your service department. WOM strives to empower and educate customers with self-service tools and solutions.

Every time I fix a device or solve a technical problem, I feel I move one more step ahead to secure patient safety.

Eric Wu, Technical Service | Hong Kong

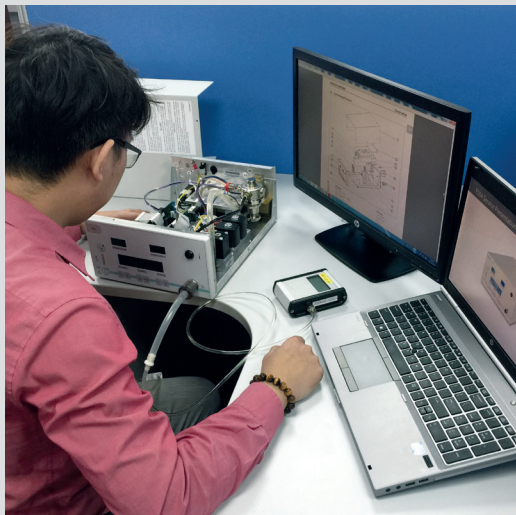
More Information:
www.wom.group

Global expertise

Local engagement

SERVICE LOCATIONS

WOM offers service and training locations globally to shorten service timelines and to provide better logistics and communication.



INTERNATIONAL

Management and Operations

Mr. Uwe Kreitel
Phone +49 171 8627423
Email uwe.kreitel@wom.group

W.O.M. WORLD OF MEDICINE GmbH

Salzufer 8
10587 Berlin, Germany

EUROPE, MIDDLE EAST, AFRICA

Technical Service

Mr. Uwe Langbein
Phone +49 9263 877-182
Email uwe.langbein@wom.group

W.O.M. WORLD OF MEDICINE GmbH

Alte Poststraße 11
96337 Ludwigsstadt, Germany

USA, CANADA AND LATIN AMERICA

Technical Service

Mr. Nestor Hernandez
Phone +1 4074720-374
Email nestor.hernandez@wom.group

W.O.M. WORLD OF MEDICINE USA, Inc.

4531 36th Street
Orlando, FL 32811-6527, USA

ASIA PACIFIC

Technical Service

Mr. Eric Wu
Phone +852 2187-3556
Email eric.wu@wom.group

W.O.M. WORLD OF MEDICINE ASIA Ltd.

Suite 2401, 24/F, Chinachem Exchange Square
1 Hoi Wan Street, Quarry Bay, Hong Kong

All images, text and material are protected by copyright and may not be copied, printed or reproduced without written consent from the copyright owner.

© 03/2017 W.O.M. WORLD OF MEDICINE GmbH

