

HEALTH CARE PRODUCTS

Welcome to Suburban Surgical

“LEADER IN HOSPITAL CARE PRODUCTS FOR OVER 60 YEARS”



SSCI

SUBURBAN SURGICAL Co., Inc.

275 Twelfth Street, Wheeling, IL 60090

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For Product Information Call TOLL-FREE 1-800-323-7366 • (847) 537-9320 • Fax (847) 537-9061

Hours: 8:30am - 5:00pm CST Monday - Friday

Visit our website at: www.suburbansurgical.com

HOW TO USE THIS CATALOG

❖ **CALL US.**

We created this catalog to use as a tool for better communication between our customers and SUBURBAN SURGICAL'S Representatives.

SUBURBAN SURGICAL specializes in designing, manufacturing and selling capital equipment to hospital professionals. Capital equipment purchases are not made often, therefore it is in your interest to be as knowledgeable as possible and purchase from a vendor who will help you at each step of the process.

We have included pages 5 thru 10, titled 'Business Procedures' for this reason. These procedures have been developed from our 60 plus years of experience serving the medical profession. Following these will eliminate the unexpected problems that can occur when buying capital equipment for your facility(s). We developed these procedures to better communicate to our customers the requirements that SUBURBAN SURGICAL needs to ensure your satisfaction. By following these procedures we can offer all the services necessary when purchasing capital equipment in addition to the best-designed and manufactured products available.

Each Section includes detailed information about the construction of the products, how they can be configured and how to decide exactly what you need for your facility(s).

Please take the time to study any Sections that interest you, then call your SUBURBAN SURGICAL Representative to begin the process.

❖ **ENJOY YOUR QUALITY SSCI PRODUCTS.**

BUSINESS HOURS

8:30 AM thru 5:00 PM CST Monday - Friday
 800.323.7366 or 847.537.9320
 Fax: 847.537.9061
 www.suburbansurgical.com

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Welcome to Suburban Surgical

SUBURBAN SURGICAL COMPANY, INC.



THE KEY WORD IS QUALITY. IT'S OUR SPECIALTY — OUR DRIVING FORCE.

For more than 60 years and three generations, we have designed and manufactured the highest quality equipment available for the health care market. Over the years, we have grown from a two-man operation to a family-owned and operated, full-service corporation with the staff and resources to meet the needs of this growing market.

Yet through it all, we have never forgotten what's most important. Our goal is to provide our customers with the highest quality products, backed by the highest quality service. Bar none.

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Quality Equipment for the Health Care Industry



To continue to meet this commitment to quality, we have expanded again. Our new building has more than doubled our manufacturing, warehousing and office space. The extra manufacturing capacity, warehousing capacity and support staff allows us to continue to provide you with the quality equipment you need, when you want it, supported by the service you deserve.

Whether you're outfitting a brand-new facility, remodeling, moving, or simply looking to add some new equipment to enhance your services, SSCI is dedicated to meeting your needs. Call the SSCI sales department or your local authorized representative today and put us to work for you.

Welcome to Suburban Surgical

QUALITY PRODUCTS — OUR SPECIALTY

At SSCI, we design, engineer and manufacture quality health care equipment. We research the needs of the marketplace, design the best products to meet the needs, and manufacture all our products to exacting specifications to ensure they will provide excellent performance over the life of each item.

All that, plus the following distinctive features add up to make SUBURBAN SURGICAL the choice of medical care specialists nationwide.

State of the art manufacturing

We've made the investment in the best manufacturing equipment available, and will continue to do so as our company expands. Not only that, we have made a commitment to our manufacturing personnel to keep them up to date with the latest assembly processes and skills. This combination of quality machinery and experienced manufacturing staff makes SSCI the finest line of medical care equipment you can buy.



manufacturing



Stainless steel shelf runner has smooth-rolling .750-in. (1.91 cm) diameter polyethylene bearings.

Retaining lip on sides and back keeps supplies from sliding off shelf when pulling shelf forward.



Construction details you won't find anywhere else

We listen to our customers to learn what's most important in the quality of the equipment we design, manufacture and sell. Take our extra-strong hinges on our Case Carts, or our 200+ pound capacity for our roll-out shelves. This is just an example of our exclusive design features that make our quality equipment the leader in the marketplace.

QUALITY SERVICE — OUR DRIVING FORCE

We want you to be happy with each and every item you purchase from us. That's why we go out of our way to provide the service you need before, during and after the sale.



sales

Sales Staff

Our experienced Sales Staff and Factory Authorized Representatives understand the needs of health care professionals, and can help you determine the best equipment for your use. Whether you buy from us direct or from a factory representative, you can call on our sales support staff to give you expert advice and answer any questions you may have about any of our products.

design

Custom Design Services

SUBURBAN SURGICAL's Design Service is offered to customers after discussing and agreeing on a viable project with an SSCI Representative. After a methodical review of the customer's needs for their facility, the SSCI Representative will present the project to our staff of designers to create a set of approval drawings. The drawings ensure that SSCI will build exactly what the customer has discussed with the SSCI Representative. Once the customer has committed to purchase from SSCI, the Final Approval Drawings will be created and presented to the customer for their approval. Other Customer Requirements may be required before manufacturing time can begin.

service

Customer Service

- *Shipping Information*
Once your order has been scheduled, our Customer Service staff will be available to answer any questions you may have including shipping information. Please review our Terms and Conditions, Customer Requirements and our Freight Receiving Procedures in the Business Procedure Section.
- *Installation Support*
All our products are designed for quick and easy set up and installation. Detailed drawings are included with your products upon delivery. Our Customer Service staff can also answer any questions you may have during the installation process.
- *Service after the Sale*
Our Customer Service staff will be happy to help you with any questions or problems that arise after your equipment has been installed in your facility. Our goal is to be a long-term partner with your business. We're always just a phone call away.

A Warranty You Can Count On



SSCI WARRANTY

SUBURBAN SURGICAL COMPANY, INC. warrants the original purchaser that all equipment manufactured by Suburban Surgical Company, Inc. will be of the highest standards in material and workmanship. All equipment manufactured by SUBURBAN SURGICAL COMPANY, INC. will be warranted for a period of one (1) year from the date of shipment from the factory.

Components and Casters SUBURBAN SURGICAL COMPANY, INC. purchases from other manufacturers will be covered by the respective manufacturers' Warranty.

Warranties will not apply if it is determined by SUBURBAN SURGICAL COMPANY, INC. that the equipment became defective due to an accident, misuse, abuse, or alteration. Warranties do not include freight charges for replacement or repair.

Warranty and Non-Warranty Repair Policy:

- Please call our Customer Service Department at 1-800-323-7366, ext. 3518. 8:30AM - 5:00PM CST Monday - Friday.
Step 1: Discuss what is wrong with the product.
Step 2: SSCI will issue a Return Merchandise Authorization Number. The Return Merchandise Authorization Number must appear on the outside of shipping carton.
Step 3: Customer must package products in original shipping cartons and materials or in other appropriate shipping materials to prevent the products from being damaged in transit. If the products are damaged in transit and SSCI determines that the products were packaged improperly, SSCI will file a freight claim and call the customer with an estimate for repair. The customer can wait for the outcome of the freight claim or authorize the repair of the freight damages.
- SSCI will call the customer and advise if the repair is covered by the warranty. If the repair is not covered by warranty, SSCI will provide an estimate for the repair and ask for authorization to proceed.
- SSCI does not have products to loan to customers while their product is being repaired. By following the above procedure, SSCI will be able to make any necessary repairs in the minimum amount of time possible.

Warranty for Merchandise Manufactured of Stainless Steel is void if it is determined if they where subjected to harmful cleaning agents. See 'Guide to Care and Cleaning of Stainless Steel', packaged with each new Stainless Steel Product.



Made-to-Stock Products:

Manufactured on a regular basis, typically in stock.

Made-to-Order Products:

Manufactured on a per order basis, therefore products are non-cancelable and not returnable.

Prices:

All prices include packaging and/or crating for domestic transportation.

Taxes:

Illinois residents will be invoiced for the current Illinois Sales Tax. All products picked up at SSCI's factory by the customer will be invoiced for the current Illinois Sales Tax. All other Federal, State or Municipal taxes now applicable, or which may be imposed upon the sale, possession, or use of the equipment, will be the responsibility of the purchaser.

Merchandise Payment Terms:

Various payment terms are available.

Latest Shipping Date:

The last date of the Shipping Window for SSCI to ship products. This date includes the 'Manufacturing Lead Time' required for SSCI to manufacture the products you have purchased after you have satisfied all required Customer Order Requirements.

Shipping Terms:

F.O.B. our factory in Wheeling, Illinois

Shipping Service Payment Terms:

Various payment terms are available.

Order Acceptance:

All proposals are subject to acceptance by SSCI, 275 Twelfth Street, Wheeling, Illinois 60090. Accepted proposals will be acknowledged with a Sales Agreement, and a copy of which is sent to the customer. SSCI will process the Sales Agreement and manufacture the products per the stated Customer Order Requirements, terms and conditions on the Sales Agreement.

Product Return Policy:

No products will be accepted without a Return Authorization Number. SSCI Customer Service Department must be notified via phone, within 10 days of customer's receipt of products, of the customer's intent to return products. For any products being returned, please call our Customer Service department at 1-800-323-7366, ext. 3518 for a Return Authorization Number and shipping instructions. There is a restocking charge for returned products. All freight charges are the customer's responsibility. NOTE: Made-to-Order products cannot be returned or exchanged.

Returned products must be unused and in the original shipping container in order to be eligible for credit.

Changes To Orders:

SSCI will do its best to accommodate changes you request to your order once it has been processed. Please be advised that changes may extend SSCI's Shipping Window and increase your costs, depending on when they are requested. Made-to-Order products cannot be cancelled or changed, if engineering and/or manufacturing has started, without additional cost to the customer.

Product Improvement:

We reserve the right to make changes in the design, color or construction of any products we manufacture which are illustrated in our catalog or supplementary brochures without notice. This is done to improve, wherever possible, the aesthetic and structural value of our equipment for our customers.

Customer Order Requirements

We want our customers to be satisfied with their purchases from SSCI. Our sixty plus years of experience in manufacturing veterinary equipment has helped us develop procedures to provide accurate communications with our customers.

Your SSCI salesperson will discuss with you, your individual equipment needs and plans. The SSCI salesperson will then prepare a detailed proposal for your review and approval. This proposal will include the products you've selected, with their manufacturing lead times, the shipping method, the shipping payment terms, and the product payment terms. This proposal will also list which SSCI Customer Order Requirements are to be completed by the customer. If changes are required to the proposal, contact your SSCI salesperson and discuss your changes. The SSCI salesperson will prepare a new proposal, to meet your requirements.

Accepted proposals will be acknowledged with a Sales Agreement. A copy of the Sales Agreement will be sent to the customer. **Please note; Made-to-Order products cannot be cancelled or changed, if engineering and/or manufacturing has started, without additional cost to the customer.**

The following are explanations of the various Customer Order Requirements. Your proposal will list which of the following Customer Order Requirements will apply to your order.

Specify Laminate & Color

Required for proposals including laminated products

Specify Drawer / Door Pulls

Required for proposals including laminated cabinetry

Specify Earliest Date Customer Can Receive Products

This is the earliest date your facility will be ready to receive the ordered products. This date is necessary for SSCI to schedule a shipping window for your order. For more information about *The Shipping Window*, please see the next page.

Customer specifies the Earliest Shipping Date when ordering products:

Provide the *Earliest Shipping Date* to SSCI at time of order. This is typical for existing facilities or when construction has progressed to the point where customer is sure that the products can be received on or after that date.

Customer does not specify the Earliest Shipping Date when ordering products:

SSCI will accept an order without an *Earliest Shipping Date Customer Can Receive Merchandise*. This is typical prior to, and in the early stages of, remodeling or new construction. The order will be processed and prices will be locked in, but SSCI cannot establish a Shipping Window until the customer advises SSCI of their *Earliest Shipping Date Customer Can Receive Merchandise*. It is customer's responsibility to advise SSCI of the *Earliest Shipping Date Customer Can Receive Merchandise* soon enough to allow adequate time for SSCI's manufacturing lead times.

Provide Payment

Amount required to begin manufacturing

Provide Confirmed Irrevocable Commercial Letter of Credit

Required for all international orders

Provide Purchase Order

Required only for orders where the customer's procedures require a Purchase Order Number for receiving products and payment of invoices.

Read and understand SSCI's Freight Receiving Procedures

Included on all proposals are the procedures to receive and inspect your freight to protect you in the unlikely event of shipping damage or shortages.

Approve Approval Drawing(s)

Required for proposals with laminated products, stainless steel case carts, stainless steel tables, cabinet arrangements, shelf stands etc.

Your approval drawings are an exact illustration of your products and how it will be arranged. These drawings insure that we provide the appropriate hardware to assemble our products into your desired configuration. It is critical that you review these drawings to insure the design, dimensions, laminate colors,



drawer & door configurations, etc., will all meet your needs. If there is anything you do not understand, or that is not suitable for your needs, please do not sign these drawings. Contact your SSCI representative to discuss any needed changes or revisions.

Approve Proposal

Indicates that the proposal is acceptable and the customer agrees with all products proposed, Customer Order Requirements and terms and conditions.

The Shipping Window is established after you satisfy all required Customer Order Requirements for your order, including *Earliest Date Customer Can Receive Product*.

The Shipping Window is the days between customer-specified *Earliest Date Customer Can Receive Product* and *The Latest Shipping Date* assigned by SSCI. SSCI reserves the right to ship the products anytime within the Shipping Window.

There are four situations which determine *The Shipping Window*:

Customer knows the Earliest Shipping Date when ordering products:

Situation 1 - Customer satisfies all required Customer Order Requirements for the order and can receive product immediately. In this situation, the Shipping Window will be determined by the longest manufacturing lead time of the products ordered, establishing the Latest Shipping Date.

Situation 2 - Customer satisfies all required Customer Order Requirements for the order and does not want to receive product until a future date that is longer than the longest manufacturing lead time of the products ordered. In this situation, The Latest Shipping Date will be the same day as the Earliest Date Customer Can Receive Product - A Shipping Window is not required, because the sufficient manufacturing lead time was built into the Earliest Date Customer Can Receive Product.

Customer does not know the Earliest Shipping Date when ordering products:

Situation 3 - Customer satisfies all required Customer Order Requirements for the order except customer has not satisfied Earliest Date Customer Can Receive Product. In this situation, the Shipping Window cannot be established until the customer advises SSCI of Earliest Date Customer Can Receive Product. Customer advises SSCI, allowing a minimum of time required for the longest manufacturing lead time of the products ordered. In this situation, The Latest Shipping Date will be the same day as the Earliest Date Customer Can Receive Product - A Shipping Window is not required, because the sufficient manufacturing lead time was built into the Earliest Date Customer Can Receive Product.

Situation 4 - Customer satisfies all required Customer Order Requirements for the order except customer has not satisfied Earliest Date Customer Can Receive Product. In this situation, the Shipping Window cannot be established until the customer advises SSCI of Earliest Date Customer Can Receive Product. Customer advises SSCI, not allowing a minimum of time required for the longest manufacturing lead time of the products ordered. In this situation, The Shipping Window will be determined by the longest manufacturing lead time of the products ordered, establishing the Latest Shipping Date.

IMPORTANT

If you are unable to accept delivery of your order during the established shipping window:

If you postpone shipment of the products within the Shipping Window, before the products have shipped and after SSCI has begun manufacturing the products, SSCI will defer the shipment for up to 5 days. After 5 days, SSCI will place the products in storage and invoice the customer for the products. At the time the customer requests the products to ship, SSCI will ship the products and invoice the customer for the storage charges.

If the products have been shipped and you cannot receive the products, you will have to make arrangements to store the products. If you put the products into temporary storage, you should follow SSCI's Recommended Merchandise Receiving Procedures. If you wait to inspect the products until they are removed from storage, there can be no freight claims filed.

SSCI uses 2 types of Services for Shipping Domestic Orders

SSCI will use the most economical of one of the two types of Services as described below to ship your products.

Merchandise Packing

SSCI packages all products in cartons, crates or pallets to protect them from damage caused by shipping. All packing materials used conform to National Trucking standards and regulations.

Small Merchandise Shipped via Parcel Delivery Service

For smaller products and a single product under 70 pounds (31.75Kg) SSCI ships via Parcel Delivery Service. Delivery Services carry these products directly into your facility. Follow SSCI's Freight Receiving Procedures.

Larger Merchandise Shipped via Motor Freight

For larger products SSCI ships via motor freight, SSCI will request that the delivering carrier call you to arrange delivery of the products. This service allows you, the customer, to schedule adequate time and at least 2 people, and more for larger orders to receive the products and follow SSCI's Freight Receiving Procedures. This will eliminate a re-delivery charge by the delivering carrier if they come unannounced.

The products you are to receive can be large, bulky and heavy. Safe unloading of the truck and handling of these products are your responsibility.

Unless you have requested 'Inside Delivery' at time of ordering products, any damage that occurs during the unloading and receiving of products, the loss will be to you.

The Delivering Carrier's Representative will note any mishandling of products by the customer.

3 Types of Delivering Carrier Services:

For products shipped via Motor Freight.

- **Tail Gate Delivery - Standard, no extra charge:**

This means that the Delivering Carrier's Representative is responsible for moving the products to the back of the truck. From this point, it is your responsibility to remove the products from the truck and move it into the building or designated area, and follow SSCI's Freight Receiving Procedures.

- **Lift Gate Delivery - Requested by Customer at time of Order, extra charge:**

This means that the Delivering Carrier's Representative is responsible for moving the products to the lift gate and lowering it to ground level. From this point, it is your responsibility to remove the products from the lift gate and move it into the building or designated area and follow SSCI's Freight Receiving Procedures.

- **Inside Delivery - Requested by Customer at time of Order, extra charge:**

This means that the Delivering Carrier's Representative is responsible for moving the products into your facility or designated area. From this point, it is your responsibility to follow SSCI's Freight Receiving Procedures.

SSCI provides these instructions for receiving Motor Freight Shipments of products, to better serve our customers.

If you personally are not going to supervise the receiving of your products shipments, make sure these procedures are given to and understood by the individual or the department responsible for receiving your freight.

**Recommended Freight Receiving Process
Merchandise Inspected Immediately In The Presence Of
The Delivering Carrier's Representative**

- **Count and open all** cartons to inspect the products in the presence of the delivering carrier's representative.
- **Shortages:** SSCI numbers each carton of a shipment. If products are received with shortages, note which carton number(s) are missing on the delivery receipt and only sign for the number of pieces received. Immediately notify SSCI Customer Service via phone to inform us of the carton numbers missing.
- **Damaged Merchandise:** Note the number(s) of the carton with damaged products on the delivery receipt and refuse delivery of damaged products. Only receive and sign for products received. Immediately notify SSCI Customer Service via phone to inform us of the carton numbers of the damaged products.

If these procedures are followed and processed by our customer, SSCI's Customer Service Department can and will assist our customer with processing the freight claim for proper reimbursement to our customer.

**ALTERNATE FREIGHT RECEIVING PROCESS -
Delivering Carrier's Representative will not wait to Inspect all Merchandise**

- **Count all cartons and open visibly-damaged** cartons to inspect the products in the presence of the delivering carrier's representative.
- **Shortages:** SSCI numbers each carton of a shipment. If products are received with shortages, note which carton number(s) are missing and write the number of pieces received on the delivery receipt. Immediately notify SSCI Customer Service via phone to inform us of the carton numbers missing.
- **Damaged Merchandise:** Note the number(s) of the carton with damaged products on the delivery receipt and refuse delivery of damaged products. Only receive and sign for products received and write on the delivery receipt, 'Received Merchandise; Subject to Concealed Damages; Driver would not wait for inspection of all products'. Immediately notify SSCI Customer Service via phone to inform us of the carton numbers of the damaged products.
- **Within 2 days of delivery all additional claims, if any, must be filed with the delivering carrier to be considered for customer reimbursement.** Open the remaining cartons in the area in which the products were received and inspect for concealed damage. If there is any additional concealed damage, do not use the item and save its carton, packing materials, and do not move the damaged products from the receiving area.
- **File a phone claim** with the delivering carrier and follow up with a written letter. Forward a copy of the letter to SSCI and retain a copy for your records.
- **When the Inspector** arrives to inspect the damaged products, allow the inspector to inspect all of the damaged products and packing materials. Show the inspector your copy of the delivery receipt. Read the inspection report carefully. If you do not agree with the report, do not sign it. If the report calls for the repair of products and you do not agree, do not sign the report. You can only receive new, replacement products if the inspector writes 'Replace' on the report.

After these procedures are followed and processed by our customer, SSCI's Customer Service Department can and will assist our customer with processing the freight claim. These claims do not always result in full reimbursement to our customers.