

mIDES

COMPANY PRESENTATION

DD.MM.YYYY

THE NUMBER 1

FOR COMPLEX REPAIRS IN MEDICAL TECHNOLOGY

MIDES is **THE repair and service provider** for complex medical devices and a **pioneer in the circular economy** of medical technology.

- We help you - our customers in the healthcare sector - **to significantly reduce your operational costs** by offering a unique alternative to manufacturers of complex devices.
- We have gradually expanded our technological **MIDES competence platform** - mechanical, electronic and software know-how - from the ultrasound segment of medical technology into the business field for complex medical devices.

A wide-angle photograph of a modern, light-colored industrial or office building. The building features large glass windows on the left side and a long row of smaller windows on the right. The word "MIDES" is prominently displayed in blue capital letters above the glass windows. In the foreground, there is a paved area with some greenery and a blue directional sign. The background shows a clear blue sky with some clouds and trees.

MIDES

100%

- MIDES EXPERTISE
- SOLUTION EXPERTISE IN MEDTECH

MIDES



THE ONE-STOP-SHOP FOR COMPLEX REPAIRS IN MEDICAL TECHNOLOGY



Only supplier of ultrasonic probe repair of all probes of all manufacturers



Largest **independent supplier** of ultrasound units in Austria



Technology leader with company-owned innovation department, numerous partnerships and standardised & certified quality management assessment

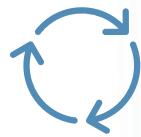


MIDES **Green Deal**: circular economy in ~~health-care~~ **healthcare**

THE ONE-STOP-SHOP FOR COMPLEX REPAIRS IN MEDICAL TECHNOLOGY



Expansion of repair expertise for diagnostic, therapeutic and monitoring devices in the clinical environment



Refurbishment of selected devices



Digitalization with store and repair - combination of a web store with a customer platform and digital defect analysis



Services through training, maintenance concepts and the MIDES Academy

MIDES AT A GLANCE

30 years
experience in
medical technology

100
-person team
of experts

5 %
innovation
rate

> 2.750m²
large headquarters
in Graz

> 6.000
repairs/year

24/7
purchase order
possible

50
markets supplied
worldwide

15.000
spare parts
In stock in Graz

24 h
diagnosis
time

> 2.000
customers

100% MIDES - USPs



One-stop-shop for medical technology



MIDES Green Deal: Circular Economy in healthcare



Technology leader with its own innovation center for repair expertise



Quality Gates: certified processes for MDR-compliant quality assurance



MIDES IS MORE: ongoing expansion of repair expertise in medical technology

A close-up, slightly blurred photograph of a man with a beard and glasses, wearing a white lab coat. He is focused on working on a small, intricate medical device or component. The background is out of focus, showing what appears to be a laboratory or workshop environment.

MIDES

100% MIDES – USPs
ONE-STOP-SHOP IN MEDTECH

ONE-STOP-SHOP IN MEDTECH

MIDES IS THE MARKET-LEADING SOLUTION PROVIDER IN MEDICAL TECHNOLOGY

Core Business Unit	
1	Repair & Refurbishment
	<ul style="list-style-type: none"> • Tailor-made repair offer adapted to requirements and life cycle of the customer • The business unit includes the repair of diagnostic, therapeutic and monitoring devices as well as other complex medical devices • The complexity of the various repair solutions highlights MIDES' technological leadership in the field of complex electronic devices in Med Tech
2	Spare Parts
	<ul style="list-style-type: none"> • Sale of refurbished parts and original OEM parts
3	Trade & Services
	<ul style="list-style-type: none"> • Sale of new, used and refurbished ultrasound equipment and the WIFI-probe myMIDES as its own brand • Services such as maintenance, equipment training and technical reviews

DIAGNOSTIC PRODUCTS



THERAPEUTIC DEVICES



MONITORING DEVICES



MORE REPAIR COMPETENCIES COMING SOON

REPAIR AND SERVICE PROVIDER FOR ALL MEDICAL DEVICES

DIAGNOSTIC PRODUCTS



THERAPEUTIC DEVICES



MONITORING DEVICES



MORE REPAIR COMPETENCIES
COMING SOON

ONE-STOP-SHOP IN MEDTECH

SERVICES COMPLEMENT THE REPAIR OF COMPLEX MEDICAL DEVICES

TRADING OFFER

- sale of new and used ultrasound probes and other diagnostic, therapeutic and monitoring devices
- refurbished by MIDES - sale of refurbished probes and other devices with a 12-months warranty

REPAIR OFFER

- repair of diagnostic ultrasound probes of all types and brands as well as therapeutic and monitoring devices
- refurbished repair – „as good as new“
- staggered repair cover – „basic“ „smart“ „refurbished“
- swapped repair - a replacement probe at a repair price

SERVICES

- MIDES Academy - digital and on-site training courses for various topics and target groups
- preventive probe analyses - digital and on-site
- maintenance concepts
- digitalization - webshop with integrated customer portal

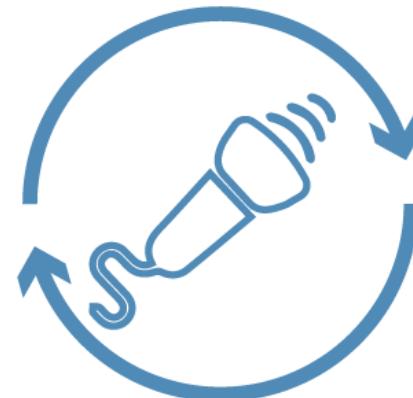
100% MIDES – USPs

THE MIDES GREEN DEAL
CIRCULAR ECONOMY IN MEDTECH

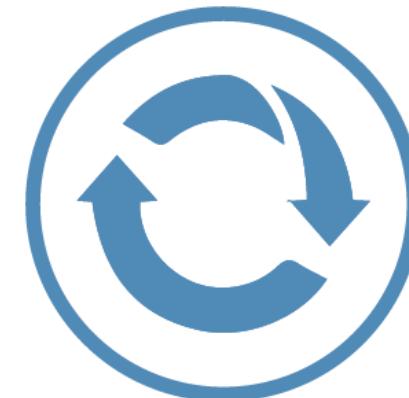
3 WAYS TO CIRCULAR ECONOMY



REPAIR



REFURBISH



REUSE

3 WAYS TO CIRCULAR ECONOMY

REPAIR

- highest repair expertise on the market
- independent of manufacturer, application areas, design and technology

→ up to 70% cost savings

REFURBISH

- probe refurbishment includes a complete repair and reconditioning of the probe and leads to a significant extension of the service life
- spare part refurbishment leads to better availability of (original) spare parts

→ up to 50% cost savings

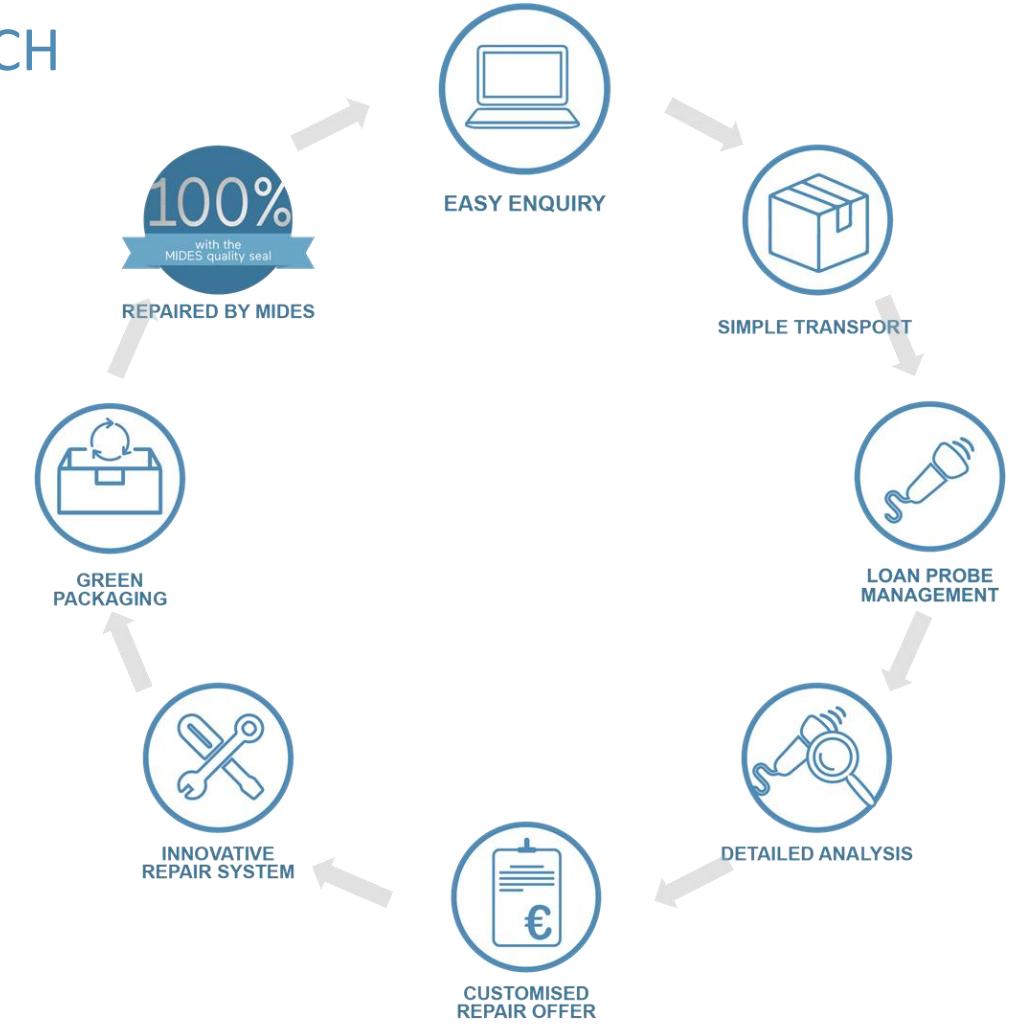
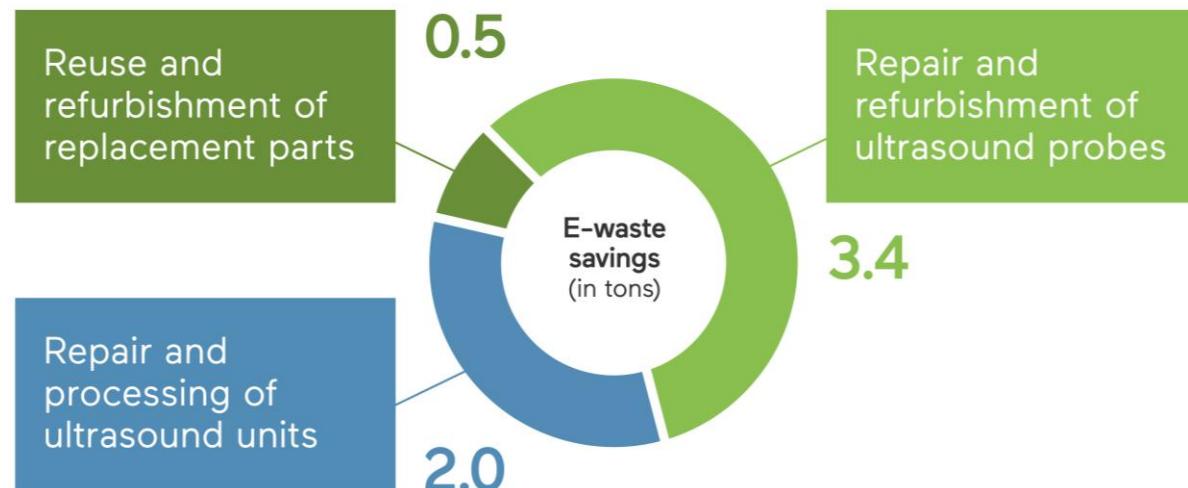
REUSE

- use of used probes, devices and spare parts in repairs as part of a circular business model
- purchase/buyback of probes, devices and spare parts
- sale of used and refurbished devices, probes and spare parts

→ up to 50% cost savings

THE MIDES GREEN DEAL

PIONEER OF THE CIRCULAR ECONOMY IN MEDTECH





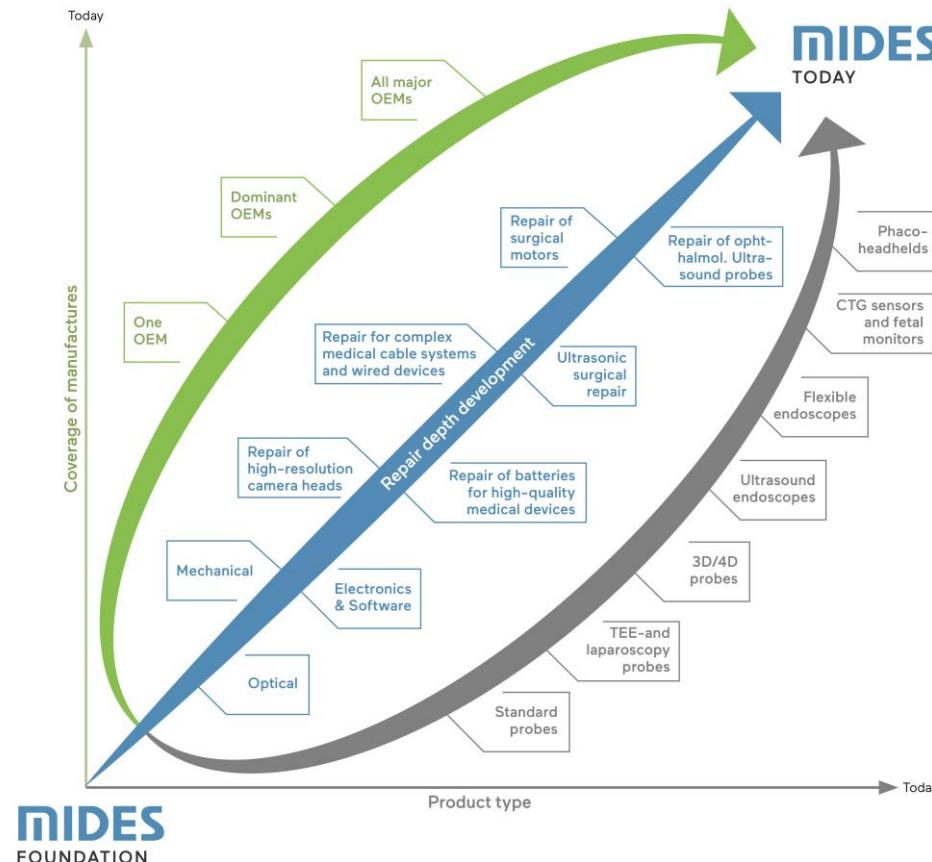
MIDES

100% MIDES – USPs

TECHNOLOGY LEADER
MIDES COMPETENCE PLATFORM

MIDES COMPETENCE PLATFORM

TECHNOLOGICALLY LEADING PLATFORM FOR MEDTECH REPAIRS



COVERAGE OF ALL OEMS

range and expertise have been constantly expanded, so that today almost all major brands can be repaired

DEVELOPMENT OF REPAIR DEPTH

the depth of repair is not limited to optical defects, but also includes solutions for electronic and software components

PRODUCT DIVERSITY

starting with the repair of diagnostic ultrasound probes, MIDES is continuously developing solutions for the repair of other complex medical devices

MIDES COMPETENCE PLATFORM

TECHNOLOGICALLY LEADING PLATFORM FOR MEDTECH REPAIRS

Case study – Standard probe

Lower cost segment (1-5 EURk)



	1 Array	2 Connector	3 Lens coating	4 Probe housing	5 Strain-relief	6 Cable
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Part complexity Very high High Medium Medium Low Low

MIDES Repair Repair Repair Repair Repair Repair

Case study – TEE probe

High-end cost segment (3-15 EURk)



	1 Array / Crystal	2 Steering control	3 Tip / Array housing	4 Insertion tube	5 Strain-relief	6 Cable
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Part complexity Very high High Medium Medium Low Low

MIDES Repair Repair Repair Repair Repair Repair

MIDES COMPETENCE PLATFORM

TECHNOLOGICALLY LEADING PLATFORM FOR MEDTECH REPAIRS

INNOVATION COMPETENCE CENTER

- MIDES is the technology and quality leader in the repair and refurbishment of ultrasound technology and complex electromedical devices
- this pioneering role is further expanded by the company's own innovation center with 9 employees
- MIDES follows every production and development step of the OEM product in order to optimize the repair of new probes and other devices

REPAIR COMPETENCE CENTER

- the solutions individually developed in the innovation competence center are implemented and executed in the repair competence center
- around 35 technicians ensure that repairs are carried out in compliance with the MDR and to the highest quality standards
- the competence center is responsible for handling complaints, safeguarding processes, incoming and outgoing tests and the entire life cycle management



MIDES

100% MIDES – USPs

QUALITY LEADERSHIP

CERTIFIED BY MIDES SEAL

MIDES QUALITY LEADERSHIP

DETAILED ANALYSES

We carry out the strictest **incoming, intermediate and outgoing inspections** for all repairs:

1. visual inspection
2. leakage test
3. certified crystal analysis methods on CAD or TC3
4. digital image/photo documentation
5. live tests on the ultrasonic system
6. temperature resistance tests for TEE probes
7. for endoscopes: MIDES endo air, Endo wash, fibroscope check, operating hours check
8. for phaco handpieces: mass closure test, live test, data memory check, frequency analysis



Test protocol of an incoming test at MIDES

MIDES QUALITY LEADERSHIP

QUALITY CONFIRMED BY INDEPENDENT INSTANCES!



ISO 9001:2015



EN ISO 13485:2016



MDR conformity

MIDES QUALITY LEADERSHIP

CERTIFIED BY MIDES

- The MIDES seal of quality is awarded to every probe, diagnostic, therapeutic and monitoring device repaired or sold by MIDES.
- the seal communicates that MIDES stands for 100% quality and that every part meets the highest requirements and MDR regulations
- Co2 savings are measured and certified in a customer certificate



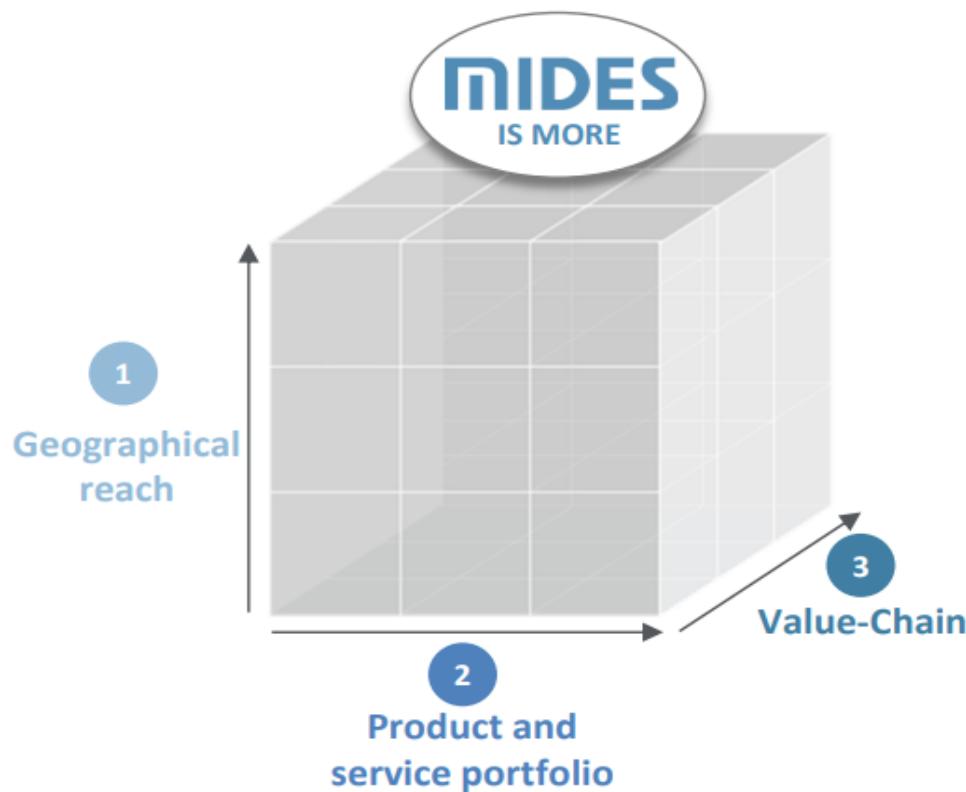
OEM-approved repair process

MIDES proprietary quality management system has been audited and accepted by several world-class MedTech OEMs.

100% MIDES – USPs

„MIDES IS MORE“
DEVELOPMENT OF FURTHER COMPETENCIES

MIDES IS MORE



1. MIDES serves over 50 countries
2. the MIDES competence platform enables us to constantly expand and improve our product and service portfolio
3. the integrated offering along the entire value chain enables optimal support and assistance for our customers

MIDES SERVICES: INSPECTION

MIDES INSPECTION

PREVENTIVE SERVICE FOR MAXIMUM DEVICE SAFETY

Medical devices wear down. Undetected defects compromise safety, cause downtime, and increase costs. MIDES prioritizes prevention over reaction.

Our Approach:

Sustainability through early detection—ensuring diagnostic quality, cost avoidance, and predictability.

The Solution – MIDES INSPECTION SERVICES:

- **STK:** MDR-compliant testing of electromedical devices (mail-in or on-site).
- **360° Service:** Comprehensive on-site inspections by MIDES experts.

Flexible: You decide whether to send your device to MIDES or have our service team come to you.

www.mides.com/inspection-service

MIDES ACADEMY

PRAXISNAHE MEDIZINTECHNIK-SCHULUNGEN

MIDES ACADEMY

PRACTICAL MEDICAL TECHNOLOGY TRAINING

With 30 years of experience, MIDES trains professionals to ensure the safe, economical, and compliant use of medical equipment.

Target Groups & Content:

- **Technical & Service:** Maintenance, diagnostics, and repair.
- **Medical & Therapy:** Safe handling in clinical practice.
- **Management & Procurement:** Regulations, cost-efficiency, and strategy.

Formats:

- Webinars & workshops on current topics.
- Customized training concepts available upon request.

www.mides.com/academy

LET'S WALK THE PATH TOGETHER!

CONTACT US NOW AND WE WILL EVALUATE THE
MOST COST-OPTIMIZING REPAIRS FOR YOU

MIDES IS MORE

DID YOU KNOW THAT...?

- MIDES has a success story spanning more than 30 years
- the MIDES team already consists of 100 enthusiastic experts
- we see our customers as partners whom we support in all challenges
- we ensure 100% responsibility of your medical technology - through MDR compliance, required documentation, size and financial strength
- we are the only repair provider with this broad technological expertise
- MIDES is the only one-stop store for medical technology in Europe
- we have more than 1,500 loan probes and loan devices at our disposal
- you are safe with us as your partner in all matters
- **WE LOVE OUR WORK**

OUR
PASSION





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