

## Frequently Asked Questions

### Company Information

**Q. Who is Platts & Nisbett?**

**A.** We are a family owned UK manufacturer of surgical instruments.

**Q. How long have you been trading?**

**A.** We were established in 1977.

**Q. Where is Platts & Nisbett based?**

**A.** We operate from our manufacturing facility in Sheffield, UK.

**Q. Where are your surgical instruments manufactured?**

**A.** We can confirm that all instruments we manufacture are Made In Sheffield, UK.

**Q. What is your Company's Policy regarding Ethical Trade?**

**A.** Ethical Trading is very important to us. We train our own apprentices in a safe and healthy working environment. Our highly skilled craftsmen are proud of our Made In Sheffield credentials.

**Q. Can customers visit your manufacturing premises?**

**A.** Of course, we believe this is the best way for our customers to see the amount of work which goes into each and every instrument. We are happy to arrange factory tours for healthcare professionals on request.

### Quality

**Q. Do Platts & Nisbett operate a Quality Management System?**

**A.** All our surgical instruments are manufactured in accordance with ISO 13485. We are independently assessed by BSI on a regular basis.

**Q. Are Platts & Nisbett surgical instruments CE Marked?**

**A.** All surgical instruments branded with our name are CE Marked, in accordance with the Medical Device Directive 93/42/EEC.

**Q. Are Platts & Nisbett surgical instruments traceable?**

**A.** Our instruments are laser marked with all information required for full traceability. They are marked Platts & Nisbett, CE, Part Number, Lot Number.

**Q. How are Platts & Nisbett surgical instruments inspected?**

**A.** Every item is 100% inspected to ensure it meets our stringent requirements. As instruments are manufactured each one undergoes continuous functional and visual checks, using calibrated measuring equipment and magnifying lenses.

**Q. Do Platts & Nisbett supply certification with the surgical instruments?**

**A.** Each batch is supplied with a Certificate of Conformity, which relates to our manufacturing records.

**Q. Can Platts & Nisbett provide sample instruments?**

**A.** Yes, please ask if you would like a sample for quality evaluation purposes.

## Technical

**Q. What material is used to manufacture Platts & Nisbett surgical instruments?**

**A.** All Platts & Nisbett surgical instruments are manufactured using only the finest stainless steel, in accordance with ISO 7153-1. Stainless Steel is a generic term commonly used to describe a group of iron based alloys which have a high level of corrosion resistance. Our instruments are manufactured using a Martensitic Alloy, which is made when Chromium is added to steel with carefully selected Carbon contents. The 420 grade is typically used due to its strength and corrosion resistance. Material Certification is available on request.

**Q. What manufacturing tolerances does Platts & Nisbett work to?**

**A.** During manufacture, each instrument is handmade to a tolerance of +/- 0.25mm to guarantee consistency.

**Q. How are Platts & Nisbett instruments heat treated?**

**A.** Instruments are vacuum heat treated using hardening and tempering procedures, and are tested to ensure they conform to specified ranges in the Rockwell HRC Scale.

**Q. What processes are in place to protect surgical instruments from corrosion?**

**A.** All Platts & Nisbett instruments are passivated and corrosion tested. This gives them a protective passive layer, ensuring the integrity of the steel is not compromised in any way. This enables them to withstand regular disinfection / decontamination and intense heat and moisture from the autoclaving process.

**Q. Can Platts & Nisbett supply instructions for reprocessing?**

**A.** Instructions for reprocessing in accordance with HTM 2030 and HTM 2010 are supplied with each delivery. They can also be downloaded from our website.

## Guarantee

**Q. Do Platts & Nisbett offer a guarantee?**

**A.** Platts & Nisbett is passionate about Quality. In fact, we are so proud of our workmanship we guarantee it for Five Years. In addition to this, we also offer a Free Lifetime Sharpening Service on Osteotomes, Chisels and Gouges bearing our logo – that is how confident we are.