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## Service Programmes

Service, maintenance and extended warranty programmes

For the hospital, home and care environments



# Service Programmes

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### For the hospital, home and care environments

Chiltern Invadex offer a comprehensive range of service and maintenance programmes to help meet the legislative requirements for patient handling equipment and showering & bathing products in the acute and community environment.



Service contract packages include emergency breakdown support, maintenance agreements as well as a repair and service facility that covers Chiltern Invadex and other manufacturers' products.

- Bespoke packages can be provided to suit local requirements, following a full consultation visit.
- Service also extends to include Portable Appliance Testing (PAT), if required.

### Promoting responsible servicing and maintenance practice

The Medical Devices Agency (June 2000) places liability for injury on the



user organisation if the device is not repaired in accordance with the manufacturers' instructions. Chiltern Invadex promotes the servicing and maintenance of lifting devices in line with European standard EN10535, which requires that lifting devices be serviced every 12 months.



Lifting Operations and Lifting Equipment Regulations (LOLER 1998) require an inspection every 6 months. Chiltern Invadex can offer this inspection in addition to an annual service.



### Requirements

Detailed records must be kept of all inspections and servicing, especially if equipment is moved from location to location.

A six monthly inspection is required when paid employees, such as carers or nursing staff use the equipment.



### Testing and certification

For patient handling equipment in the home, clinical or care environment inspections are carried out in line with current LOLER regulations (1998) and Chiltern Invadex service engineers provide a comprehensive report for each product tested. A full weight test is also provided

### Service engineers

- Service engineers are factory trained to ensure they have the appropriate practical and theoretical knowledge to carry out a thorough examination as stipulated by LOLER Regulations (1998)

- In accordance with ISO 9001 all engineers maintain training records
- Examination and inspection reports are provided in line with written service procedures



- Fully equipped service vehicles are fitted with weight test equipment and an extensive range of replacement parts.

### Fast response times anywhere in the UK

- It takes just one phone call to arrange a callout with the service team who are available 24 hours a day, seven days a week
- An instant estimate can be provided for the work.



### Products covered

- Ceiling Mounted Hoists, Mobile Hoists, Slings, Concept 2000 Bath, Shower Trolleys & Chairs, Walk-in bath and Shower Cubicles
- Other manufacturers products.

### Super Care Extended Warranty

Complementing the service facility, there is also a 'Super Care Extended Warranty Programme', which covers the full cost of breakdown, for both parts and labour, for a period of up to five years. The Super Care Warranty also includes an annual service and weight test with a 6-month interim inspection (conforming to LOLER regulations) for all hoists and the Concept 2000 Bath.



### Extended Warranty Options:

- Bronze: 1 year
- Silver: 4 years
- Gold: 4 years with 24 hour cover (for hoists only)



Chiltern Invadex is a leading supplier and manufacturer of Moving, Handling, Showering and Bathing equipment, providing a range of products and services to aid mobility and help elderly and disabled people maintain independence.

Visit our website:  
[www.chilterninvadex.co.uk](http://www.chilterninvadex.co.uk)

- Product brochures
- CAD drawings
- Clinical development

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With its own installation and service teams and clinical experts, Chiltern Invadex offers a one-stop-shop for clients from initial enquiry, design and specification, through to the maintenance of equipment in use.

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**Chiltern Invadex service contracts in the acute and community sector:**

- AMEY - Hertfordshire County Council
- London and Quadrant Housing Consortium
- Barnsley District General Hospital
- Kingston Hospital London
- Somerset Local Authority
- London Borough of Enfield
- Lord Mayor Treloars
- Mencap
- Leonard Cheshire
- Southend Borough Council

**For more detailed information on any of the products featured, please call our Brochure Hotline on 0800 917 0399**



Bicester is BS EN ISO 9001 approved (FM 40009).  
Bangor Northern Ireland is BS EN ISO 9002 approved (FM 21085).

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