

Healthcare Maintenance

CRITICAL POWER SYSTEMS & SURGICAL EQUIPMENT

Your Hospital is our Priority



Bender UK

A leading provider of Turnkey Operating Theatre Solutions

We design, manufacture, install, commission and service complete monitored critical care power systems and turnkey surgical solutions for theatres and Group 2 Medical Locations.

We are highly regarded for our expertise in the supply and maintenance of Medical power systems, incorporating both Isolated Power Systems and Uninterruptible Power Supplies, Theatre Control Panels and surgical equipment for the healthcare sector.

In the UK and the Republic of Ireland over 500 hospitals benefit from Bender equipment installations, providing patient protection against electric shock, ensuring security of supply to life support equipment.

Bender UK recognises the importance of ensuring equipment is adequately maintained and supported. Our established and highly experienced service team work with NHS Trusts, private health groups and facilities management companies to deliver round the clock maintenance and call-out services to more than 350 hospitals.

SERVICE, REPAIR & TECHNICAL SUPPORT

- ▶ Medical IT Power Systems (IPS)
- ▶ Uninterruptible Power Supplies (UPS)
- ▶ Surgeons/Theatre Control Panels (TCP)
- ▶ Theatre Operating Lights
- ▶ Clinical Pendants
- ▶ Third party manufacturers equipment

SERVICE AGREEMENT TYPES

- ▶ Excluding/Including parts** and/or labour
- ▶ Daytime, evening & weekend service available
- ▶ Verification only
- ▶ 24/7 telephone support 365 days of the year
- ▶ Rapid response
- ▶ 1-5 year duration
- ▶ Multi-site packages
- ▶ Customised agreements available

TRAINING SOLUTIONS

- ▶ End-user guidance
- ▶ First response

What to Expect

Your Hospital is our Priority

Bender provides the highest level of service and technical support available in the marketplace.

From preventative maintenance to call-out and repairs, you can expect a truly professional service, delivered in a timely manner with associated downtime, disruption and costs kept to a minimum.

Bender maintains more than 7,000 assets in the UK and the Republic of Ireland. We have a first-time fix rate of over 96% and we are equipped to attend any site within 4 hours of a rapid response call-out (subject to contractual conditions).

Our friendly, dedicated service team are always on hand to organise your PPM schedules, provide assistance, and respond quickly in the event of an emergency or call-out.

SERVICE TEAM

Our experienced service team utilise efficient cloud based technology to organise, manage, record and report all service information. The team consists of:

- ▶ Commercial Co-ordinators
- ▶ Service Co-ordinators
- ▶ Regionally-based electrical engineers
- ▶ Technical support
- ▶ Authorised partners and sub-contractors

STANDARDS & COMPLIANCE

In accordance with BS7671:2018 it is recommended that Medical IT Power Systems are periodically inspected and tested on an annual basis. HTM06-01 2017 details the maintenance and test regimes for critical care power systems and clinical equipment situated in Group 2 Medical Locations.

Bender UK complies with all standards and regulations to ensure that equipment is reliable and operating efficiently; reducing business risk and protecting staff and patients from theatre and critical care area downtime.

Why Choose Bender UK

For Service

- ▶ Bender UK is the only authorised company to supply, commission, maintain and repair Bender systems in the United Kingdom and the Republic of Ireland
- ▶ Bender IPS benefit from a FREE 5 Year parts warranty, providing they are annually maintained through a Bender maintenance agreement within 12 months of the commissioning date
- ▶ Our maintenance and verification services are fully compliant with HTM06-01-2017
- ▶ Over 70% of Bender UK medical products supplied are maintained annually under the protection of a Bender service agreement
- ▶ We have a nationwide network of factory trained service and commissioning engineers
- ▶ We have access to the necessary software updates to service and maintain Bender systems
- ▶ Our Engineers carry over £30k of spares to ensure immediate repair and replacement, reducing both equipment downtime and return to site costs
- ▶ We have a dedicated service team who are committed to providing the highest levels of service in the marketplace for the following reasons:
 - ▶ A dedicated service coordinator will manage your agreement
 - ▶ We operate a 24/7 engineer on call Rota where you speak directly to a trained engineer
 - ▶ Electronic reporting system which improves turn around of reports
 - ▶ We tailor agreements to your needs, whether it's including parts, out of hours servicing etc
 - ▶ We offer alternative payment terms and methods to suit individual circumstances
- ▶ The service team is professional and courteous, constantly striving to deliver a superior level of service on every occasion
- ▶ All assets have a unique system reference no, holding accurate record information and reporting history
- ▶ No other UK company has the expertise, spares holding, engineer expertise or software available to adequately verify and maintain your critical systems
- ▶ In 2017 we maintained a 96% first time fix record, covering over 350 NHS hospitals

What Our Customers Say

Testimonials

"Bender have always provided a very professional service to the trust and will continue to do so."

Croydon University Hospital, Maintenance Manger

"I can confirm that the service we receive from Bender UK exceeds expectation, is thorough, and well presented for us to file for audit purposes. Our contact, Jo-ann Ellis, is highly organised, has great communication skills and diligence. I have always been impressed with the way that she approaches her work with endeavour."

Bristol Royal Infirmary, Electrical Estates Officer

"I have been dealing with Bender UK since the hospital opened in 2015 and have always had professional and helpful service from Emily who has been looking after our requests over this time. Prompt responses and always courteous when requiring information that I sometimes find irregular myself."

The New Queen Elizabeth II Hospital, Building Services Manager

"Bethany has been exceptionally supportive and helpful over this past year...is always polite, efficient, and informative and has exceptional people skills by her dealings with Winfield."

Ramsay Health Care, Winfield Hospital Engineer

"Myself and my colleagues have always found yourself and the company very helpful, You are always on hand to provide assistance and the quick responses are extremely appreciated by myself and the team."

Russell Hall Estates, Technical Compliance Manager

"Thank you to your engineer who attended site, he was absolutely brilliant and handled the end user well."

Managing Director, Estates Kings College Hospital

"Your engineer worked in a tidy manner and clearly explained what he was going to do and what he had done when he had finished the repair. I would like to thank him for a good job well done. All your effort is appreciated."

Hospital Engineer, Winfield Hospital

"Following a call out to Southampton Hospital Trust, the engineer attended site to fix an IPS fault. The engineer spent many hours on site and left with all alarms silenced and the system in good working order."

Electrical operations officer, Southampton General Hospital

"Zoli had gone well beyond the normal call of duty to sort out problems on site and it has not been forgotten ...well done Zoli!"

Engineer, W Portsmouth



Service Department
Bender UK Ltd
Low Mill Business Park
Ulverston, Cumbria LA12 9EE
Tel: +44 (0)1229 589990
Fax: +44 (0)1229 480345
Email: servicesales@bender-uk.com
www.bender-uk.com/solutions/healthcare/service



* Benefit from a free 5 year parts warranty on Bender IPS only where a service agreement is in place within 12 months of commissioning

** Parts included only available on Bender equipment

MERIVAARA



UK & Ireland Distributors

