

Healthcare Maintenance

Critical power & clinical equipment



Design the future
of energy



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About us

Bender UK is a major supplier to hospitals in the UK and Ireland.

Our experienced healthcare team are dedicated to the design, installation, service, and technical support of Bender and third-party critical care power and operating room technology for the NHS, HSE and private medical groups.



Expertise

Bender pioneered the design of medical IT power systems (IPS) and theatre control technology for Group 2 medical locations. We have over two decades of experience as a leading supplier and maintainer to healthcare estates.

Our equipment is widely incorporated into new build, retrofit, and portable healthcare facilities. Most UK and Ireland hospitals have our systems installed, with over 400 choosing Bender UK as their preferred maintenance partner.

Healthcare Service

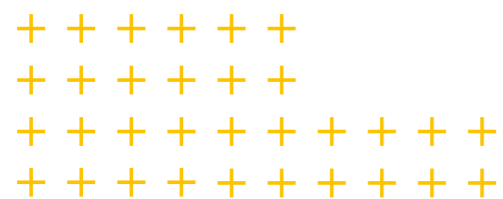
Our fully managed maintenance services ensure tens of thousands of Bender and third-party hospital assets from small clinics, to large NHS and HSE trusts or multi-site private medical groups, remain safe and operational to use.

We have a professional, highly-skilled service team with dedicated key account managers, coordinators and regional engineers to deliver PPM and call-out services in collaboration with sub-contractors, end-users and healthcare teams to provide the highest level of customer care.

Partners

We collaborate with leading consultants, suppliers and equipment specialists to deliver small to large scale hospital projects. Our partnerships with healthcare equipment manufacturers ensure we can supply and maintain third party uninterruptible power, theatre equipment and display systems.

Bender UK is the exclusive distributor of Merivaara clinical equipment in the UK and Ireland, with factory-trained engineers to support and maintain installed equipment.



Our Capability



We are market leaders in the supply of healthcare maintenance for Group 1 and 2 Medical Locations.

Supply & Maintenance

- Medical IT Power Systems (IPS)
- Uninterruptible Power Supplies (UPS)
- Theatre Control Panels (TCP)
- Picture Archiving Systems (PACS)
- Clinical Pendants
- Operation & Exam Lights
- Operating Tables & Trolleys
- Integrated Theatre AV Systems

Training

- End-user guidance
- First response

Agreement Types

- Annual maintenance & verification
- Excluding/Including Bender parts & labour
- Daytime, evening & weekend service
- Guaranteed response times
- 1-5 year agreements
- Multi-site packages
- Customised solutions

Services

- Technical support & assistance
- 24/7, 365 call-out & support
- Rapid response service
- PPM schedule management
- Electronic engineer reporting

Our Mission



We create intelligent solutions to make electricity safe for everyone, everyday, everywhere – protecting patients and hospitals from the loss of power and shutdown.

What to Expect

Bender provides the highest level of service and technical support available to the healthcare market.

From preventative and predictive 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.

We maintain more than 11,000 assets in the UK and Ireland. We offer a technical telephone response and are equipped to attend site within 4 hours of a rapid response call-out (subject to contractual conditions).

We are available 24/7, 365 days a year to ensure hospitals remain operational at all times.

Service Team

We have an experienced team who are dedicated to the delivery and management of critical hospital equipment maintenance throughout the UK and Ireland.



We utilise a sophisticated customer management system to organise and plan over 400 annual service contracts. Our team consists of:

- Service Coordinators
- Commercial Coordinators
- Regional Engineers
- Technical Team
- Authorised OEM partners
- Key Account Managers

Compliance with Standards

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.

Maintenance Regimes

Equipment should be maintained in accordance with the manufacturers instructions in order to uphold warranties.

- Medical IT Power 1 or 2 x Annual PPM
- Uninterruptible Power 2 x Annual PPM
- Clinical Equipment 1 x Annual PPM
- Theatre Control 1 x Annual PPM

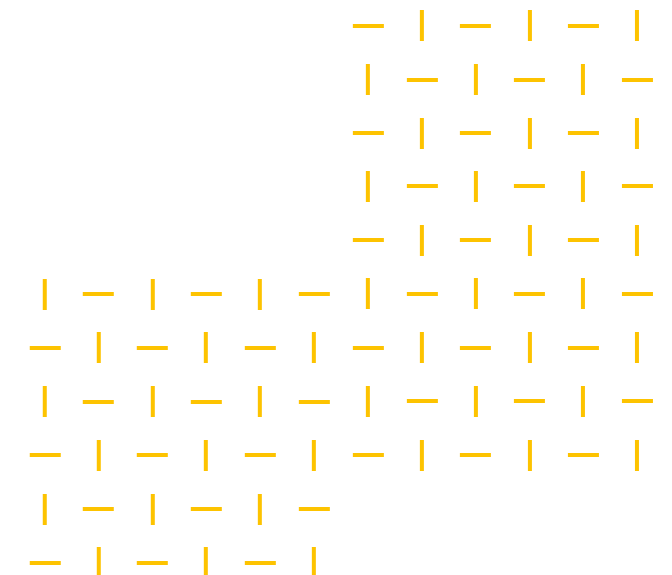
Our Recommendation

We advise that hospital equipment is immediately protected by a service contract to gain exclusive access to our 24/7 call-out and repair services.

All equipment should be serviced within 12 months of supply and commissioning.

Why Choose Bender UK for Service?

- 1 We have a **professional and friendly service team** who strive to deliver a superior level of service to our customers
- 2 Bender UK is the **only authorised company to supply, commission, maintain and repair Bender systems** in the United Kingdom and Ireland
- 3 Bender UK is the **sole maintainer of Merivaara theatre equipment** and the exclusive distributor of parts in the United Kingdom and Ireland
- 4 Newly installed Bender medical IT systems 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
- 5 Our **maintenance and verification services are fully compliant** with BS7671:2018 & HTM06-01-2017
- 6 Over 70% of Bender UK medical products supplied are **maintained annually under the protection of a Bender service agreement**
We have an **instant messenger service** between Bender engineers and service coordinators
- 7 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 implement your agreement
 - We **operate a 24/7 365 engineer on call** Rota where you speak directly to a trained engineer
 - **Real time, electronic reporting system** improves turnaround of reports
 - **Sophisticated PPM calendar management system** for advanced resource planning
 - All **agreements are customised** to the specific needs of the hospital
- 8 All **assets have a unique system reference number**, holding accurate record information and reporting history
- 9 No other UK company has the **expertise, spares holding, engineer expertise or software** available to adequately verify and maintain your critical systems
- 10 **Full remedial list, quotation and support** following service visit.



Engineering Team

Engineering Team

We have a network of skilled electrical engineers who deliver regional commissioning, repair, call-out and annual maintenance on Bender and third-party systems.

Engineers carry critical spares and have access to software ensuring immediate repair and updates to reduce hospital downtime and repair costs.

Factory Trained

All engineers are trained at headquarters in Grünberg, Germany and at Bender UK. We ensure they have the highest level of technical understanding of all products.

Engineers are certified with BS7671:18th edition, C&G2391 Test & Inspect, Gold Card JIB and SSSTS accreditation.

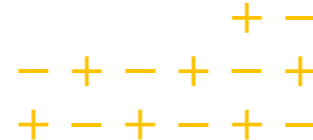
Site Surveys

Surveying critical care areas enables a thorough review of the system design.

Our team of experts assess existing hospital installations to check and make recommendations for improvements to resilience, capability and efficiency of electrical infrastructure, critical power and clinical solutions.

Life-Cycle Upgrades

Ageing equipment deteriorates over time, reducing reliability and increasing the risk of failure. Life-cycle upgrades enhance the efficiency and performance of electrical equipment to ensure maximum uptime and safety.



I want to convey my appreciation and compliments to your service engineer Don. The system reports have been excellent. I worked closely with Don while he was on site. He was extremely knowledgeable and professional throughout. He provided personal assistance in the fault diagnosis procedure as we needed to know the cause of the problem very quickly. If Don had not been so vigilant in his testing, this issue may have gone unnoticed."

Electrical Manager
Royal Cornwall Hospital



What Our Customers Say



With the support of trusted and dependable suppliers like yourselves, we have been able to maintain our support to the NHS and healthcare organisations around the world – playing a part in providing essential patient care during this pandemic. We could not do this without being able to rely on the support we have had from you and your team.”

Vanguard Healthcare Solutions
Chief Executive



In my position as Estates Officer at Wrexham Maelor Hospital, the service we received from Bender UK has been excellent. From the arrangement to completion and delivery of the reports it was first class. The Service Co-ordinator contacts when servicing is due and is most helpful in the arrangement to suit our needs, even if it is required to be out of hours or an early start time. RAMS are provided prior to any work commencing.

Engineers that attend to service or remedial repair work present themselves in a professional manner and are a credit to the company. They are very knowledgeable about the products and willing to share any information regarding the systems. On completion the areas are left clean and tidy, and the service logs are completed.”

Wrexham Maelor Hospital
Estates Officer



I have had the pleasure of having Emma as our service coordinator for over a year now. Whenever I contact her nothing is too much trouble. She is always pleasant and provides the response we require. If anything out of the ordinary comes up she asks for all relevant information and passes it on to the engineers dealing with the fault.

Even during periods of uncertainty she has answered the phone with a pleasant manner and I can honestly say I always look forward to speaking with her.”

Weston General Hospital
Estates Officer

What Our Partners Say



TSE Power have partnered with Bender UK for over a decade. Together we deliver maintenance, call-out and repair of third-party hospital UPS systems. Our relationship with Bender UK has developed through their team’s insight into how we operate and what we offer. Together we have developed systems which are seamless to our end-users. Both companies are collaborative, aiming to keep maintenance on time and on budget.

It’s great to work with likeminded people whose professionalism is unmatched. We hope to continue in this relationship and assist in both companies growing further.”

Ian Ward, Managing Director
TSE Power



Working with Bender for over 15 years has meant our relationship has developed into a great partnership. Working seamlessly to supply the best solutions for the highest profile projects in the hospital sector. Bender are a flexible partner that always seeks to ensure projects are delivered to the highest standard.”

Chris Cowley, Commercial Manager
Constant Power Services

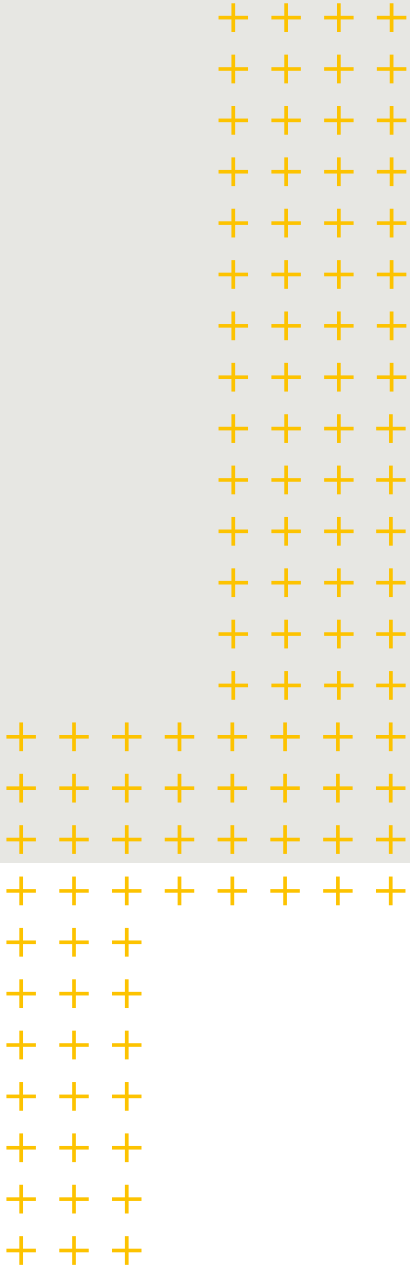


Bender UK has been our exclusive partner in the UK & Ireland since 2017 and quickly established themselves as our number one distributor for the complete Merivaara product range that includes surgical lights, examination lights, medical gas pendants, surgical tables & AV integration systems. This partnership has been built on trust and hard work and the Merivaara name is known in the UK as a direct result of Bender UK.

One important aspect of the relationship is the Bender UK Service Department, engineers are trained to maintain Merivaara products whilst carrying a large amount of spare parts both at HQ and in the engineer’s vehicles. The whole sales process by Bender UK is covered and the customer has comfort knowing their equipment can be maintained nationwide by a highly motivated and skilled workforce.”

Juha Taimisto – Director, Surgery Business Unit
Merivaara Corporation





Bender UK

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