

*Service and  
Support*







## Field Service

BeaconMedaes has a large field service force and has the ability to reach any mainland facility with the best response times. Our service specialists possess a vast knowledge of the industry and are able to work on all other manufacturer's equipment. BeaconMedaes service specialists have the knowledge, skills and parts to complete the work on the spot and all technicians are certified Competent Persons (MGPS). You can rest assured that planned and corrective maintenance can be handled rapidly to maximise equipment uptime. In addition, our factory maintains a large inventory of parts available for quick despatch if required.

## On-hand Inventory for Faster Service

We have one of the largest "on-hand" inventory of medical gas parts. Our service vehicles stock over £250,000 worth of parts, so that your repair can be completed on the FIRST visit. Not only do we have a large inventory of parts at our manufacturing facilities available for quick shipment, but we can also offer same day delivery to most mainland areas.

## Medical Gas Equipment Maintenance

A medical gas system's components are linked together by the medical pipeline network. Failure of a major component can cause the shut down of key areas of your facility. We offer practical and economical solutions to help ensure that your source equipment reliability remains at its highest potential. Our Planned preventative maintenance programs, in addition to our Corrective maintenance services, are designed to help keep your medical gas systems in peak operating condition.

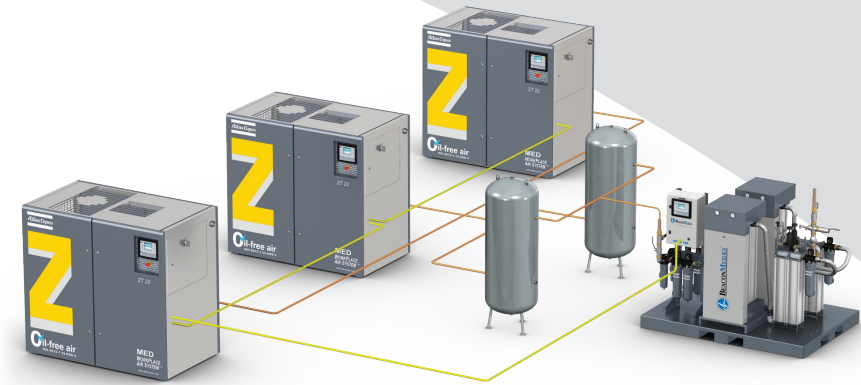
## Planned Preventive Maintenance

Planned preventative maintenance (PPM) contains the inspection work that is performed on a piece of equipment on a scheduled basis. The schedule, based on best practices and manufacturers' recommendations, is designed to keep your equipment operating smoothly. Our thorough service may identify needed repairs, which once completed, could prevent an unscheduled shutdown of your equipment. We offer this service at a flat rate that can be designed to fit your budget – invoiced per visit, quarterly or yearly. Properly maintained equipment is more reliable, will reduce downtime and will save you money in the long run.

**EMERGENCY 24 HOUR  
CALL OUT 0800 252 050**

## Complete Service and Support

We offer the industry's most comprehensive technical support. Whether you need a question answered, your medical gas equipment repaired, or a preventative maintenance program, BeaconMedaes is there for you. Services are generally available during normal business hours. In addition, we offer emergency services 24 hours a day, 7 days a week. Our service specialists will make every reasonable effort to respond by telephone within 30 minutes of receiving a message. If an on-site visit is required, the specialist will make every reasonable effort to be on-site within 4 hours. Travel times to remote locations may vary. We also have a very knowledgeable technical service department who can assist customers in resolving problems. Engineering support, as well as other factory resources, is available to assist in resolving problems quickly. Whether you contact your local service specialist directly or contact our after hours emergency phone service, BeaconMedaes will respond to your needs around the clock.



## Corrective Maintenance

Corrective maintenance is repair work that is performed on a piece of equipment to restore it to its proper operating condition. This is typically unscheduled work, requested by the customer or person performing planned maintenance. These types of repairs would not be included typically in the PPM contract, even though the PPM service may be instrumental in identification of the needed repair. BeaconMedaes not only offers competitive labour rates and OEM parts pricing, but stands behind both for 90 days.

## Product Knowledge

How often have you wished for your medical gas pipeline system (MGPS) maintenance provider to be able to offer you a full maintenance package including medical dryers, air compressors and vacuum pumps? Now you can have all those options. We have extended the training of our Competent Persons (MGPS) to encompass plant. This provides you with an alternative to technicians, who are unlikely to be trained Competent Persons' (MGPS) from air compressor houses and the like. This service includes your medical plant with Atlas Copco compressors and Busch pumps as well as service on other brands.

Medical air is classified as a drug. Medical compressed air systems containing even relatively low levels of water vapour pose a very real danger to patients, especially to the immuno suppressed. Wet conditions not only provide a breeding ground for harmful bacteria but can also damage ventilators and other medical equipment. Therefore, it is crucial that your medical air plant is properly maintained to ensure the medical air it produces complies with the European Pharmacopoeia monograph.

Desiccant gradually degrades, so to ensure your air plant performance is optimal, we recommend changing your desiccant every 4-5 years.



## Service Planned Preventative Maintenance Contract Options & Extra Works

As well as offering standard PPM contracts, BeaconMedaes provides optional maintenance contracts for the following equipment:

### *Medical air & vacuum plant maintenance*

- Plant equipment requires annual, bi-annual and fixed interval overhauls to ensure they continue to operate correctly. Service intervals are part of the equipment OM manual. Items that require regular maintenance include oil, oil separators, filters, desiccant (air), and bacterial filters (vacuum).

### *Vacuum bacterial filter change*

- Bacterial filters prevent harmful bacteria reaching the pump unit and outgoing external exhaust system. The bacterial filters requires annual replacement. Protective clothing must be worn when servicing.

### *Air purity testing*

- Medical air is a classified drug and needs to comply with the air quality standards set out in the European Pharmacopoeia monograph. Annual QC testing can be provided.

### *AGS LEV annual re-commissioning*

- AGS disposal systems are classified as a local exhaust ventilation (LEV). Annual re-commissioning should be performed under COSHH regulations. All outlets and the plant units are performance tested, and a formal report is provided.
- AGS flow regulating valves are prone to collecting dust which affects the system performance. Optional filters can be installed on BeaconMedaes systems to protect against dirt ingress to the pump, to help prolong pump life. These filters require annual replacement which should be conducted at the same time as the LEV testing.

### *Pressure relief valve changes*

- HTM02-01 part B state PRV's should be replaced every 5 years under a planned replacement procedure.

### *Regulator replacement*

- Industrial standards state regulators connected to portable devices should be replaced every 5 years. Regulator replacement, if required, should be changed at the same time as the PRV and overhaul is being undertaken in order to limit gas disruption to the hospital.

### *Manifold overhauls*

- BeaconMedaes manifold systems should be overhauled every 5 years and should be undertaken at the same time as the mandatory replacement of the relief valves in order to minimise gas disruption to the hospital. It is advised regulators should be replaced at this same time, again to minimise disruption and ensure good working order of the equipment.
- Tailpipes & NRV's are inspected by the hospital porter and replaced as required. As copper tailpipes work harden they can split therefore cupro nickel tailpipes are recommended. When replacing empty cylinders the bending and handling of tailpipes can also cause ruptures.

### *Medical gas hose replacement*

- Due to the movement of pendant systems medical gas hoses can become worn or deteriorate over time. Equipment manufacturers typically advise every 5 years for recommended replacement.

### *Outlet upgrades*

- To take advantage of modern technology BeaconMedaes Gem Shield anti microbial terminals can replace older Gem 10 terminal units

### *Alarm Upgrades*

- The Total Alert Infinity notification system can replace older Medipoint 26 and 125 systems utilising the existing cables and back box. This will enable you to connect your medical gas alarm system onto your LAN for increased visibility – any PC on the network can access alarm status expanding your system.