



DELIVERING LEADING INNOVATIONS

SERVICE AND MAINTENANCE



WHO ARE WE?

Founded in 1967, SHJ is a leading supplier of medical gas pipeline systems (MGPS) and a market leader in remote monitoring and energy-saving technologies. We have been trusted by NHS and private sector healthcare providers across the UK for over 50 years.

We help our customers deliver a high-quality, reliable medical gas supply to their patients and meet their commitments to prove compliance with statutory requirements.



WHAT MAKES SHJ DIFFERENT?

- ✓ SHJ has been serving the UK healthcare industry since 1967. We are committed to building strong, long-term relationships with our customers.
- ✓ Our engineers are experts in their field. Directly employed by SHJ, some have been with us for many years. They pride themselves on building a deep understanding of your site and MGPS to provide a superior level of service.
- ✓ SHJ only uses the highest quality medical gas plant and equipment. You can rely on our products now and far into the future, and this enhanced reliability gives our customers great value for money.
- ✓ Our confidence in our plant is reflected in our long warranty length. We offer a 5 year 'no quibble' guarantee on all SHJ-branded equipment.
- ✓ SHJ offers a faster speed of supply than many of our competitors, meaning we can get your MGPS up and running quickly and efficiently.
- ✓ Our market-leading customer portal K'nect puts all plant management data at the customer's fingertips for easy reference 24 hours a day, making proving compliance with statutory requirements quick and simple.
- ✓ We invest heavily in R&D to remain at the forefront of our industry. Our innovative technology products, particularly in the AI-driven field of preventative monitoring, predictive maintenance and energy saving, allow earlier attention to and remote fixing of faults before they cause equipment failure. Remote monitoring and maintenance not only help prevent clinical problems, but also save the cost, inconvenience and delay of waiting for an engineer to make a site visit.
- ✓ Short on space? Ask us about our unique containerised medical gas plant rooms, which offer hospitals a quick, flexible solution to their MGPS needs and an economical alternative to commissioning new building work.

CUSTOMER SERVICE GUARANTEE

We put our customers' needs first, offering nationwide coverage 24 hours a day, 7 days a week, 365 days a year. We will be on site within 4 hours of your call.

All our engineers are directly employed by us and fully trained to Competent Person (MGPS) level, with some trained to Authorised Person and Quality Controller level.



OUR CUSTOMERS

We have installed and maintained MGPS for nearly 80 satisfied customers at more than 120 sites across the UK. Some of our customers have been with us since we began the business over 50 years ago. Our customers include:



SERVICING

Any customer who has an MGPS installed at their site is required to have it maintained at all times. A failure in any component of an MGPS means that critical areas of a hospital can shut down.



It is therefore crucial to engage a reputable, reliable company to maintain your MGPS. SHJ has over 50 years' experience providing a full range of maintenance services, including fully-inclusive planned preventative and reactive options, to keep our customers' MGPS operating at optimum levels.

Planned Preventative Maintenance (PPM)

Our quarterly, bi-annual and yearly PPM programmes are based upon best practice and manufacturers' recommendations and cover whole systems, not just individual pieces of equipment.

Our PPM programmes are tailored to suit our customers' exact needs and include examination, testing and checking of medical gas plant, pipework, manifolds, valves, terminal units, fittings and alarm systems. Once completed, we correct any faults and issue a complete report.

Plant Servicing

Plant servicing extends from routine care and checks in line with manufacturers' recommended service intervals, to a complete strip down, rebuild, commission and testing service.

We hold an extensive range of plant associated with MGPS, and only use genuine original equipment manufacturer spare parts and consumables.

We can also provide forecasted plant replacement schedules from condition summaries and data logging statistics, so Estate Managers can feel confident that our recommendations are based on practical considerations.

Emergencies



SHJ provides an emergency on call service 24 hours a day, 7 days a week, 365 days a year. Our guaranteed call-out response time is within 4 hours of a call being received.

Plant Hire

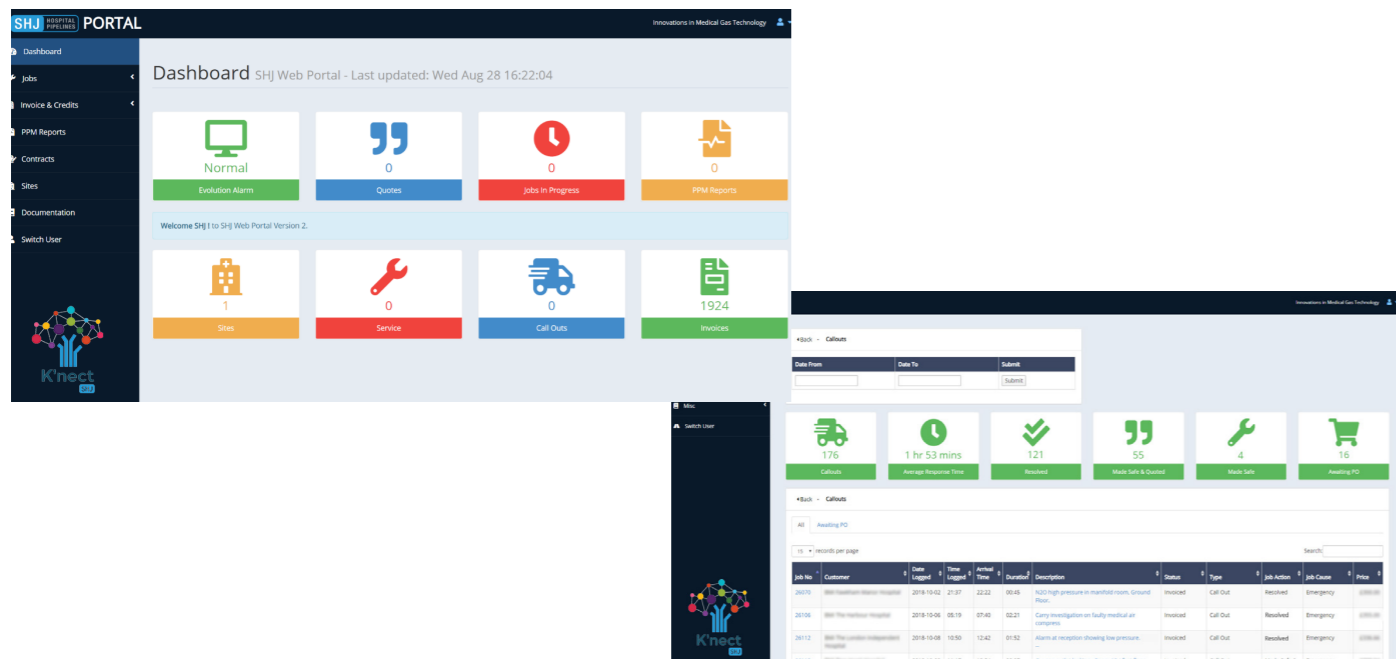
Whether our customers need to hire plant temporarily, on a semi-permanent basis or in an emergency, we can help.

In an emergency we can deliver, connect, and get the replacement plant into service within hours of receiving a call.

Whilst in use, we take care of the maintenance of the plant following industry practice and in accordance with the manufacturer's recommendations.

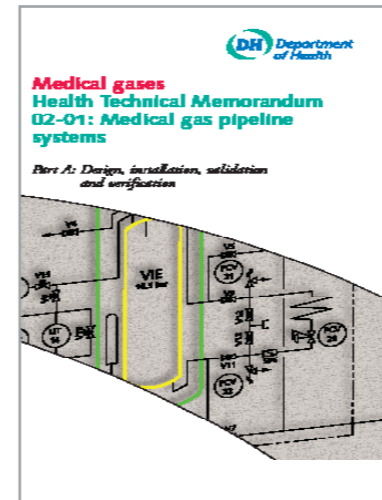


We understand that proving compliance with statutory regulations is of the highest importance to our customers in the NHS. From PPM reports to plant diagrams to safety certificates, our market-leading portal K'nect holds all of the relevant information in one cloud-based system which can be accessed from the web at any time.



HIGHLY TRAINED ENGINEERS

Our service engineers are all trained Competent Persons (MGPS). They meet all our customers' maintenance needs in accordance with the requirements of HTM 02-01. They have fully stocked vans with a wide range of spare parts and are able to service medical gas systems from all the leading manufacturers.



The engineers are supported by a dedicated spare parts department housing a range of medical gas spare parts and plant, as well as temporary plant hire facilities.

Our strong nationwide backbone of engineers means that we are able to meet your emergency call out requirements, however exacting these may be. The combination of experience and high stock levels ensures that our first-fix rates are high.



ACCREDITATIONS

Our standards comply fully with the requirements of the Health Technical Memorandum 02-01: Medical Gas Pipeline Systems.



We are a Company Affiliate Member with the Institute of Healthcare Engineering and Estate Management (IHEEM).

We hold SafeContractor and CHAS accreditation and are Constructionline Silver Members.

We hold BSI Certificate No: FM10617 and operate a quality management system which complies with the requirements of ISO 9001:2015.

Our engineers undergo continuous in-house product training, verified by our Reset membership.

We also have Cyber Essentials Certification.

We are Awarded Suppliers for both the NHS London Procurement Partnership and the NHS North of England Commercial Procurement Collaborative



NHS London Procurement Partnership

Building, Engineering and Maintenance Services Dynamic Purchasing System



Estates Maintenance & Engineering Services

TESTIMONIALS

“We have a very good working partnership with SHJ that’s been developed over a considerable period of time. They are almost part of the furniture, and add real value to what we do on medical gases”

Shane King

Head of Estates Operations, Imperial College Healthcare NHS Trust

“From when I joined the project as AP for Eastbourne DGH, I found that SHJ were very good with their planning and communications. With regular site meetings, they followed their planned timeline, and their staff were professional, polite and helpful. We were very pleased with their final installation, and we had our communications team put a small piece in the local paper”

Peter Paine

Estates Officer, East Sussex Healthcare NHS Trust

“Having worked with SHJ for over 20 years in my capacity as an Authorised Person (MGPS), I would like to take this opportunity to say how innovative they have been in their design and installation works. Their staff have always been outstanding and go above and beyond when attending to emergencies.

On at least one occasion when their on-call staff were busy attending to other emergencies at other hospitals, their Managing Director attended my site to sort my emergency. I would have no hesitation in recommending this company to any NHS organisation or private healthcare company”

Ron Bryant

ETA Projects

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