



# EQUIPMENT SERVICES

Discover our complete portfolio of servicing packages designed to ensure your equipment continues to operate at its highest possible potential with minimal downtime.

- Service
- PPM
- Validation and testing
- Breakdown and emergency support
- Refurbishment and spare parts
- SychemEye
- Partners



Contact us today!

**0845 644 6824**



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[sychem.co.uk](https://www.sychem.co.uk)

## About Sychem

With over 40 years of experience, Sychem is a leading, expert provider of disinfection, sterilisation and decontamination solutions.

We operate predominantly within the healthcare, laboratory and life science sectors. Our team provides an extensive portfolio of bespoke disinfection and sterilisation solutions, equipment servicing options and a range of infection control consumables and industry-leading chemicals.

## Equipment Services

Ensure your equipment continues to operate at its highest possible potential with our comprehensive range of servicing packages for washing, disinfection, sterilisation and decontamination equipment.

Our packages include the service and planned preventative maintenance (PPM) of equipment, validation and testing, refurbishment, breakdown and emergency support, and our unique cloud-based asset management portal, SychemEye.

We service all recognised brands of autoclaves, washer disinfectors and other decontamination equipment.

Our servicing contracts are fully customisable and can be tailored to suit your individual needs whether that be routine periodic service and testing to fully comprehensive PPM contracts that incorporate breakdown cover, parts and training.

## Planned Preventative Maintenance

We provide individual planned PPM packages fully tailored to your needs to ensure your equipment continues to operate to its highest possible efficacy.

**Benefits of our PPM packages include:**



### Reduced downtime

We limit potential downtime with regular health checks on washing, disinfection, sterilisation and decontamination equipment.



### Extended equipment life cycle

We work hard to increase the lifespan of our clients' washing, disinfection, sterilisation and decontamination equipment.



### Reduced maintenance

We significantly reduce maintenance and breakdown costs on clients' equipment with our scheduled service visits.

*With the ability to prepare and implement customised planned preventative maintenance for every client, we remain an expert in the industry.*

# Equipment Validation and Testing

Implementing infection control procedures in healthcare, research facilities, laboratories, and other specialist environments is critical to ensure total security to the welfare of staff, patients, and animals.

Whether it be a washer or an autoclave, all decontamination equipment must be tested and evaluated regularly. This is to certify that machines continue to meet all required legislation and safety regulation requirements.

We at Sychem are specialists in verification and testing, and our validation team is comprised of nationally accredited competent persons.

## UK Standards

Our validation services are conducted strictly per current standards of UK regulatory authorities to meet the latest EN285, EN15883, BS2646, HTM 01-01 and HTM 2030/2010 protocols for autoclaves, washer disinfectors, endoscope processors, and drying cabinets.

Our validation services can be provided as an independent test or included within PPM maintenance packages. All validation works are conducted via our specialist TQ Soft IP Report software.





## Customisable Solutions

Contact us today to let us design the perfect equipment solution for you.



## Breakdown and Emergency Support

With a team of over 35 highly skilled service and test personnel stationed throughout the UK, we provide breakdown and emergency support to ensure minimal downtime for your facility.

Supported by a fantastic team of office-based resource coordinators, rest assured that we will get your equipment back up and running in as little time as possible.

Our out-of-hours contact form assures you can still notify us of any breakdowns outside of our standard business hours.

Supported by an expert team of coordinators, we will respond to all breakdowns within 24 hours and aim to have an engineer on-site within 48-72 hours.

We also offer critical spares kits to be kept on-site for your convenience. These are custom made for your machine, and work to reduce downtime if your equipment should fail.

## Equipment We Service

We service an extensive portfolio of equipment including:

- ✓ Autoclaves
- ✓ Washers disinfectors
- ✓ Bottle washers
- ✓ Glassware washers
- ✓ Rack washers
- ✓ Ultrasonic washers
- ✓ Decontamination locks
- ✓ Laundry equipment
- ✓ Bedding dispensers
- ✓ Animal transfer stations
- ✓ Waste stations
- ✓ Air showers
- ✓ Material Handling Systems
- ✓ Chemical Dosing Systems

## Refurbishment and Spare Parts

We understand that decontamination equipment is a significant investment for many facilities. We offer upgrade and refurbishment options to help extend a machine's operating lifespan.

All upgrades are per current guidelines and legislation, and we will only fit manufacturer recognised parts and consumables- or a direct equivalent of the exact specification and standard.

All upgrades and modifications are undertaken by an appropriately qualified engineer to assure that the operation and functionality of your equipment will not be compromised.

## Spare Parts and Consumables

We identify and hold stock of routinely used parts and consumables for each piece of equipment supplied to our customers.

Whether valves, solenoids, seals, filters, pumps, steam traps, machine detergent, or printer paper, we have the answer. Holding stock of these items enables them to be readily available and delivered to the site overnight or on the same day to help reduce downtime of equipment and departments.

Each of our engineers is equipped with a service kit stocked with routinely used parts in case of breakdown calls. All of the parts in this kit are manufacturer guaranteed. We hold an extensive inventory of spare parts to ensure we can fit most makes of autoclaves, washer disinfectors and other decontamination equipment.



## SychemEYE

### Our cloud-based asset management portal.

SychemEYE is our cutting-edge asset management system. Built to enhance and simplify tracking and checking customers' equipment within the healthcare, life science, and laboratory sectors. SychemEye provides customers with a complete analysis of the performance and trends of their decontamination equipment.

### Service and Validation Reports

The Client Console allows quick access to quarterly, bi-annual and annual thermocouple test reports and supports the site with traceability of validation reports and compliance with audits.

### Real-Time Management

Access to electronic engineer report sheets and their entire archive. Log call-outs directly into our Call Management System online.

### Access Statistics

View statistics at any time on several metrics and run reports the way you want them with our Software Team on hand to assist you.

### Equipment detail

Access to all equipment detail on your machines makes it easier than ever to access and monitor.



## Why Choose Sychem?



### Reduced Downtime

By regularly checking on your decontamination equipment, Sychem reduces the risk of any potential downtime.



### Reduced Maintenance

We significantly reduce maintenance and breakdown costs with our scheduled service visits.



### Increase Efficiency

Sychem servicing ensures your equipment is performing at the peak of its ability.



### Maintenance Kits

Sychem offers the option for critical care kits to be kept on-site in case of emergencies.



### Equipment Life Cycle

We increase the life of your washing, sterilisation and decontamination equipment.





At Sychem, we have worked in partnership with the Italian manufacturing giant Steelco S.p.A since 2008 to offer an extensive portfolio of decontamination equipment and solutions. We supply to a range of different industries, including (but not limited to) Private Healthcare, NHS Pathology, Laboratory, Dental, Veterinary and Pharmaceuticals.

In 2020 Sychem was awarded the NHS framework for Pathology and Point of Care Testing, Associated Equipment, Instruments, Consumables, Accessories, and Managed Services.



Sychem, in partnership with Hygiena, offers an extensive portfolio of ATP Hygiene Monitoring systems and swabs, designed to support all areas of your healthcare facility.



Sychem is also the UK exclusive partner for the Infection Prevention organisation, Terragene. We have worked together since 2017 to provide a range of Infection Control consumables to various industries. We offer a diverse collection of Chemical Indicators, Traceability Devices, Biological Indicators, Protein Residue Testing and Cleaning Indicators, designed to revolutionise CSSD departments.



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