



# Experts in Equipment Servicing



MORE THAN  
**40 YEARS**  
EXPERIENCE

Engineered for Uptime.  
**Built Around You.**

# Comprehensive Equipment Services

## Nationwide Reach, Industry-Wide Expertise

With over 35 engineers across 340+ sites and 1200+ assets maintained, Sychem delivers robust, scalable support built around your operation.

### Stats at a Glance



**35+**  
Engineers



**1200+**  
Maintained Assets



**1700+**  
Stocked Parts



**340+**  
Active Sites



## What Brands We Support

*We service all major recognised brands of decontamination and sterilisation equipment.*

- **Steelco**
- **Belimed**
- **Tuttnauer**
- **Getinge**
- **Priorclave**
- **Allentown**
- **Astel**
- **Techniplast**

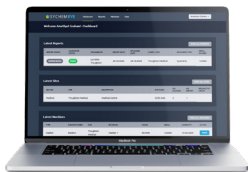
*and so many more!*

## Equipment We Service

- Autoclaves
- Washer Disinfectors
- Glassware Washers
- Rack Washers
- Bottle Washers
- Air Showers
- Laundry Equipment
- Animal Transfer Stations
- Bedding Dispensers
- Ultrasonic Washers
- Waste Stations
- Decontamination Locks
- Material Handling Systems
- Chemical Dosing Systems

*If your equipment isn't listed, get in touch to discuss solutions.*

## What Sets Us Apart?



### Total Visibility for Compliance & Uptime

Our cloud-based portal gives you real-time access to equipment reports, service history, and compliance documentation. Anytime, anywhere.



#### Instant Compliance Access

Download quarterly, biannual, and annual validation reports instantly



#### Full Equipment Insights

Track every asset's performance, history, and compliance status from a central dashboard



#### Faster Decision-Making

Empower teams with on-demand diagnostics, predictive alerts, and maintenance recommendations

## Service Plan Highlights

### ✓ Spare Parts Coverage

Choose a tailored tier: Bronze to Platinum, based on your uptime and budget needs

### ✓ Named Engineer Allocation

Regional, OEM-trained engineers assigned directly to your site

### ✓ Tailored PPM Scheduling

Set around equipment usage, risk, and manufacturer/HTM compliance

### ✓ Asset-Level Lifecycle Tracking

Each asset's condition monitored with predictive service alerts

# Sychem Service Options

## Customised Contracts, Built Around You

No one-size-fits-all plans here. Choose the exact level of coverage you need, with direct engineer coordination and complete documentation included.

### Core Support Services

#### **Emergency & Breakdown Support**

- ✓ Nationwide engineer support (48–72 hrs response)
- ✓ 1-hour remote diagnostics
- ✓ Priority callout access

#### **Validation & Testing**

- ✓ HTM 01-01, UKAS & ISO-compliant
- ✓ Thermocouple testing, vessel inspection, system qualification

#### **Planned Preventative Maintenance**

- ✓ Fully aligned with HTM 01-01 Part C, ISO 15883, CQC & GxP standards
- ✓ Documented with photos, reports, and digital compliance logs

## Included in Every Service Contract:

- **Digital Documentation:** Electronic reports, compliance logs & validation certificates with photographic evidence
- **Audit-Ready Compliance:** Aligned to HTM 01-01 Part C, ISO 15883, UKAS & CQC standards
- **Asset Tracking:** Individual equipment histories with condition monitoring & predictive alerts

## Setting Up a Service Plan

It's easy to get started:

1. Assess current equipment & requirements
2. Design a plan around your compliance and operational needs
3. Schedule a site visit or virtual consultation

*Contact us to build your custom plan today.*

# Troubleshooting Common Issues

Over 40 years of engineering insight, distilled into an actionable diagnostics guide. This quick-reference troubleshooting guide highlights the most common issues across our core equipment range and provides actionable Sychem Solutions.

*For issues beyond operator level? Our service team is just a call away.*

Equipment Type	Common Issue	Likely Cause	Sychem Solution
Autoclaves	Incomplete sterilisation cycles	Sensor miscalibration or overloaded chamber	Validate sensor function, review load pattern
	Door won't seal	Worn or damaged door gasket	Replace gasket, check alignment & locking system
	Pressure build-up failure	Faulty solenoid or blocked safety valve	Test and replace valve components
Washer Disinfectors	Poor cleaning results	Blocked spray arms or low water temp	Clean arms, check heaters and descale
	Cycle aborts mid-run	Temp sensor or pressure switch fault	Run diagnostics, replace faulty sensors
	Dosing pump failure	Pump head degradation or chemical blockage	Recalibrate or replace pump; flush lines
Glassware Washers	Cloudy glassware	Incorrect rinse aid or water hardness	Adjust settings, check chemical levels & water supply
	Water leakage	Door seal wear or blocked drain	Inspect/replace seals; clear drain system
Rack Washers	Uneven rack cleaning	Clogged nozzles or misaligned racks	Clean/realign arms, inspect drive system
Bottle Washers	Bottles jamming	Misaligned guides or sensor delay	Check rack design, realign guides, test sensors
Air Showers	Weak airflow or activation delay	Clogged HEPA filters or faulty sensors	Replace filters, reset timers/sensor calibration
Transfer Stations	Filter alarms or uneven airflow	Blocked filters or fan RPM issues	Replace filters, calibrate airflow and fans
Bedding Dispensers	Feed jam or inconsistent output	Motor lag or hopper misalignment	Lubricate, inspect drive and alignment
Ultrasonic Washers	Weak cavitation	Degraded transducers or solution quality	Test transducers, degas tank, replace solution
Decon Locks	Interlock not releasing	Logic error or sensor failure	Reset controller, check sensor array

## Expert Support, First Time Around

Over 80% of Callouts Resolved on the First Visit

*For deeper diagnostics or persistent faults, contact our support team. We'll assess remotely or schedule a site visit with your assigned engineer.*

# Engineer Training Academy

**Upskill with Confidence. Train with Sychem.**

In regulated environments, equipment misuse isn't just a minor inconvenience but a compliance risk, a safety hazard, and a cause of costly downtime.

That's why our industry-leading engineer Training Academy programmes are built for engineers, operators, and site managers who need to master their equipment, prevent issues before they start, and respond with confidence when faults occur.

- ✓ **40+ Years of Frontline Engineering**
- ✓ **Delivered On-Site or at Our HQ (Hampshire)**
- ✓ **Real Equipment. Real Scenarios. Real Results.**

## Autoclave Operator & Engineering Training

- Component recognition & functional walkthrough
- Advanced fault finding & alarm interpretation
- Weekly testing routines & reset protocols
- Steam quality & cycle diagnostics



## Washer & Disinfecter Training

- Chemical handling (incl. Steelco dosing systems)
- Safe loading/unloading to maximise efficacy
- Error code resolution & system checks
- Cycle verification & data logging

