



THE QUEEN'S AWARDS
FOR ENTERPRISE:
INTERNATIONAL TRADE
2022

EQUIPMENT SERVICES

Sychem **Service** includes the service and planned preventative maintenance of equipment, validation & testing, refurbishment, breakdown & emergency support, and our cloud-based asset management portal, SychemEye.

Service
PPM

Validation & testing

Refurbishing and spare parts

Breakdown & emergency support

SychemEye



Contact us today!

0845 644 6824



hello@sychem.co.uk



sychem.co.uk

What do we do?

At Sychem, we offer a comprehensive range of services for washing, disinfection, sterilisation and decontamination equipment - all designed to ensure your equipment operates as efficiently as possible, with minimal downtime.

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

At Sychem, we service all recognised brands of autoclaves, washer disinfectors, endoscope drying/storage cabinets, environmental rooms, and other thermal equipment such as ovens and incubators. We offer fully customisable service contracts to meet your individual needs.

Our servicing contracts can vary from routine periodic service and testing of your equipment to fully comprehensive PPM contracts that incorporate breakdown cover, parts and training.

Why choose Sychem?

Leading UK service provider

Established in 1982, Sychem has been providing tailored servicing solutions to clients for over 40 years! We have a team of 25+ Service & Test Persons nationwide- supported by our technical and resource team at our head office.

Peace of mind

We offer an out-of-hours contact form, so rest assured that we provide response times within 24-48 hours. Furthermore, we offer telephone support within the hour for remote diagnostics and support following your initial call.

Sychem accreditations

Sychem is accredited to the latest version of ISO 9001, and has achieved CHAS ELITE and SafeContractor accreditation.



Sectors of operation

Our engineers work in a range of sectors, offering service options for (but not limited to):

- Private Healthcare
- NHS and NHS Pathology
- Laboratories
- Research facilities
- Pharmaceuticals
- Dental
- Veterinary



What equipment do we service?

We at Sychem supply decontamination equipment manufactured by our partner Steelco. Not to worry, however, as our fantastic team of Service and Test Persons will service any recognised brands of autoclaves or washers.

Our equipment servicing portfolio includes:

- Autoclaves
- Washers disinfectors
- Bottle washers
- Glassware washers
- Rack washers
- Ultrasonic washers
- Decontamination locks
- Laundry equipment
- Bedding dispensers
- Dump stations
- Air showers

Can't quite find what you're looking for?

Contact our team of experts today to receive our complete list of equipment!

"Sychem are always amenable to adapting, servicing, pricing, ways of working etc. Quotations and service reports are always clear and concise."



Equipment service

What do we offer?

Sychem provides customers with a comprehensive range of decontamination equipment services for stand-alone products, operating predominately within the healthcare, life science, and laboratory sectors.

Our Service and Test Team are manufacturer trained and qualified to work on all significant decontamination equipment. With regular attendance to training courses, you can trust that Sychem engineers are up to date with technological advancements and industry protocols changes.

For further peace of mind, and as a demonstration of our commitment to provide 100% satisfaction, Sychem utilises sophisticated PPM and breakdown management software to monitor our success rate and response times.

Why choose Sychem to service your decontamination equipment?

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.

Equipment life cycle

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

Maintenance kits

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

Increase efficiency

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

Planned preventative maintenance

At Sychem, we understand that each and every client has different needs and requirements. We appreciate that some departments are busier than others, requiring our decontamination services on a more regular basis. Our ability to prepare and implement customised planned preventative maintenance for decontamination equipment has proven very popular. Our services enable action to be taken before a component failure occurs. All site visits are arranged to coordinate with clients' schedules to minimise any downtime within the department.

Individual records

We create individual records for each asset and update each activity conducted. This provides a comprehensive log of the performance of each machine, and evidence of any associated breakdowns and spare parts required.

Fully customisable options

At Sychem, we provide flexible, fully customisable planned preventative maintenance packages, tailored to suit the customer's every need. Sychem's PPM solutions give customers the confidence that their equipment is always in the best condition, with increased uptime and a disruption-free process. We value our customer's time and ensure we fully understand the in-place processes from the initial consultation, providing customers with the right package for their needs. Our PPM packages include a full schedule of required training, maintenance programmes and followup appointments.

"The attention to detail from your team has certainly made this whole process less stressful. I want to thank all the team at Sychem."



"Sychem delivered several personalised training sessions, which were of an exceptional standard."



Equipment validation & 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 all machines continue to meet all legal, legislative and safety regulation requirements.

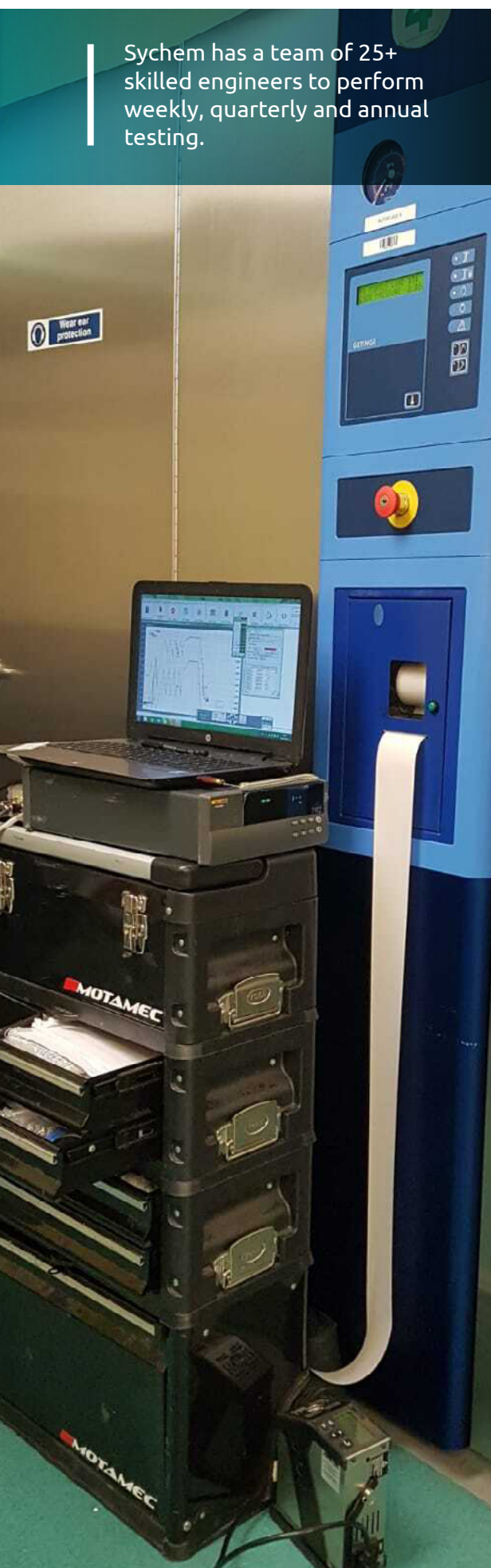
Therefore, according to the Department of Health publications standards, periodic decontamination equipment validation is required. We at Sychem are specialists in verification and testing, and our validation team is comprised of nationally accredited competent persons.

UK standards

Our validation activities 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.

View all of your validation reports in one place!

Viewing reports has never been simpler! Our unique asset management cloud SychemEYE stores the results of your validation test, as well as signed certificates. Discover SychemEYE on page 7.



Sychem has a team of 25+ skilled engineers to perform weekly, quarterly and annual testing.

Refurbishing & spare parts

We understand that decontamination equipment is a significant investment for many facilities, so 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, assuring you that the operation and functionality of your equipment will not be compromised. Our software includes real-time information on engineers' locations via our GPS, job completion notifications, and immediate equipment status and performance reports for accurate service management.

What spare parts & consumables do we supply?

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 the same day, reducing the downtime of the equipment and department.

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, and our inventory of spare parts is extensive, fitting most makes of autoclaves, washer disinfectors and other decontamination equipment.

What are the advantages of breakdown & emergency support?

Telephone and on-site support

We offer telephone support for remote diagnostics and support within an hour of your initial call. In addition, Sychem provides 24-48 hour on-site support services when required.

Minimal disruption

Our breakdown and emergency support service on your equipment ensures minimal disruption is caused.

Support when you need it most

Our out of hours contact form ensures you receive 24-hour support, assuring you that we'll be there when you need us most.

SYCHEMEYE

Our SychemEYE service platform coordinates breakdown call management for the report on call handling and job completion—support for when you need it most.

Breakdown & emergency support

If your decontamination equipment should fail, it is essential to keep downtime to a minimum. With a team of 25+ qualified engineers deployed across the UK and our SychemEYE service platform for breakdown call management, you can rely on us for complete technical and emergency support. Our expert team coordinates and logs all call outs promptly, so our response is one of the most efficient on the market.

If an engineer is required to provide support, our Resource Team will contact the site within an hour of the reported emergency. Our repair and emergency breakdown service is available to contract customers through our comprehensive PPM packages.

Reduced downtime

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

What is SychemEYE?

Access to service and validation reports

The Client Console allows customers to view their Quarterly, Biannual / Annual thermocouple test reports faster than those who rely on traditional methods, such as email or post. This feature supports the site with traceability of validation reports and compliance with audits.

Real-time management

You have access to electronic engineer report sheets and their entire archive and can log call-outs "directly" into our Call Management System online.

Access to statistics

Allowing for statistics to be viewed at any time on several metrics, 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.



Our cloud-based asset management portal



SychemEYE is Sychem's 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.

Our skilled team of software engineers designed SychemEYE to create a comprehensive solution that combines cleaning and decontamination equipment with our service packages to ensure your processes are never compromised.

Projects Department

At Sychem, we take care of our clients from the start of their customer journey to the end, with the help of our fantastic Projects Department.

One of our core services is the Installation, Commissioning and Validation of capital equipment from our extensive portfolio within various industries. When working with our Projects Department, a dedicated Project Manager will be assigned to work alongside your team, along with our Sales Executives, to understand your requirements, converting your enquiry into a technical proposal for review and manufacture. As part of your Projects experience, we perform detailed surveys of your site, ready to transform your facility with a bespoke, space-efficient layout. This can be tailored to integrate with existing equipment based on the requirements of your process.

In addition to planning the installation works, our knowledgeable Projects department work alongside our experienced Service & Test engineers to develop specific cycles to meet the requirements of your process. This can range from adhering to HTM Standards in your healthcare facilities or cGMP within your pharmaceutical production facilities.





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.


Discover how Sychem can transform your facility today!
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