

- ✓ Equipment servicing
- ✓ Preventative maintenance
- ✓ Equipment decontamination
- ✓ Managed service contracts
- ✓ LOLER testing
- ✓ Equipment audits
- ✓ Asset Management
- ✓ Spare Parts

UK Service Solutions

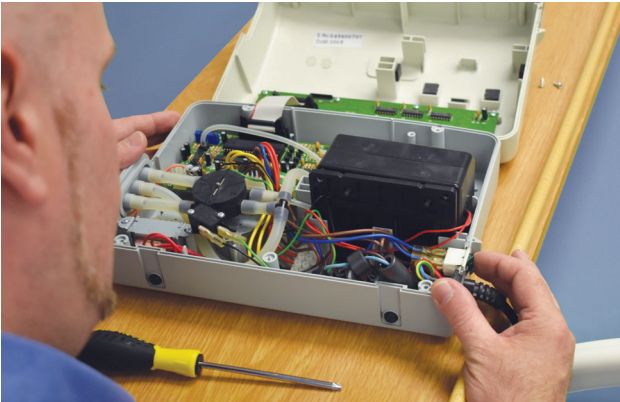
Nationwide Technical Excellence

...service, maintenance and decontamination

Nationwide Technical Excellence

Talley's products are renowned for their quality, reliability and longevity, however, like all medical devices they benefit from routine maintenance and servicing.

Whether it is routine maintenance or ad-hoc repair Talley offer UK-wide support with a comprehensive range of service solutions and decontamination options to suit differing needs and budgets.



Flexible Product Servicing

Equipment Servicing

From hospital trusts to private hospitals to hospices to care and nursing homes, our flexible approach to medical device servicing allows healthcare providers to combine different equipment types under a single maintenance contract or the option of running a multiple contract approach.

In addition to Talley's own products, our highly skilled engineers are qualified to service a wide range of products and medical devices from a host of different manufacturers. Our service capability includes;

- Pressure area care mattress systems
- Bed frames (acute, specialist and community ranges)
- Patient trolleys and couches
- Patient handling equipment
 - Standing aids
 - Baths, bath and pool hoists

- Mobile and ceiling track hoists (Talley are fully compliant with BS EN ISO 10535 Hoists for the transfer of disabled persons — requirements and test methods)



Our ability to service and examine patient handling equipment (including sling inspections) in accordance with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) can be combined with our service and maintenance contracts. This provides a comprehensive service solution for your patient handling equipment.

Preventative Maintenance Contracts

PLATINUM - A fixed price contract with planned maintenance visits scheduled in advance and encompassing all service, breakdowns and spare parts to provide complete peace of mind and concise budgetary control.

GOLD - Identical to the Platinum contract with the exclusion of spare parts.

SILVER - Provides essential preventative maintenance whilst offering discounted call-out and labour rates for breakdown and repairs.

PREVENTATIVE MAINTENANCE CONTRACT COMPARISON SUMMARY	PLATINUM *	GOLD *	SILVER *
Planned preventative maintenance visit	✓	✓	✓
Call-out inclusive	✓	✓	
Priority call-out response	✓	✓	✓
Inclusive of labour (call-outs)	✓	✓	
Inclusive of spare parts	✓		
Inclusive of electrical safety test	✓	✓	✓
On-site response**	24 Hour	24 Hour	48 Hour
Spares discount***		✓	✓

* LOLER testing can be included with any preventative maintenance contract
** Alternative response options available *** Various levels available

Equipment Decontamination Services

Talley have two dedicated decontamination centres of excellence (see map overleaf). Both centres utilise the clinically proven disinfectant TECcare® CONTROL to optimise process efficiency, reduce carbon footprint and ensure optimal cleanliness of all re-usable medical devices passing through these centres.

TECcare CONTROL is a non-corrosive, class leading broad spectrum, high level disinfectant with an exceptional safety profile. Its use minimises the risk of cross contamination or infection posed by microbes such as *Clostridium difficile*, *E. coli* and *MRSA* from medical equipment that has undergone the decontamination process.

Our decontamination service can be tailored to specific customer requirements ranging from an ad-hoc basis right through to a complete equipment management solution where it is included as an integral part of service and maintenance contract support.



Additional Support Services

MANAGED SERVICE CONTRACTS can include equipment maintenance, repairs, cleaning and decontamination, bed space installation and collection along with equipment rental and buffer stock to cater for fluctuating demand.

EQUIPMENT AUDITS/ASSET MANAGEMENT can be a standalone service or built into any service contract option



and can incorporate elements on equipment manufacturers, models, age, condition, asset recording, service and maintenance requirements, safety (compliance with PUWER, LOLER etc.), manual handling issues, cleanliness and infection control issues.

SPARE PARTS are carried by all Talley engineers to ensure a high level of first visit fix-rates. Our main head office stores dispatch spares promptly (typically overnight), to the engineer or customer site. In addition to our own product spares we source spare parts for third party products that we support and service.



All healthcare providers are required to meet the Care Quality Commission (CQC) requirements relating to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 15 which states that;

'equipment that is used to deliver care and treatment is clean, suitable for the intended purpose, maintained, stored securely and used properly'.

Talley's comprehensive range of cost effective service solutions help to ensure equipment is regularly inspected, maintained, safe, effective and suitable for patient use.



Complete National Coverage

Our dedicated, highly skilled national service team operate from specialist facilities across the UK. Using the latest operational support software and advanced hand-held mobile devices ensures world class customer care and after-sales support when delivering our service, maintenance, and decontamination solutions.

For more information about our service, maintenance and decontamination solutions, please contact our Customer Services Department on 01794 503500 to discuss your requirements.



Specialist
Decontamination and
Service Centre



Regional Service
Centre

Talley manufacture products to comply with National and International safety standards and are certified to ISO 13485 and Directive 93/42/EEC. Every care has been taken to ensure that the information contained in this brochure was correct at the time of going to press. However, Talley reserve the right to modify the specification of any product without prior notice in line with a policy of continual product development. Our standard terms and conditions apply. © Talley Group Limited 2007 - 2018. All rights reserved.



Talley Group Limited
Premier Way, Abbey Park Industrial Estate
Romsey, Hampshire, SO51 9DQ England
TEL: +44(0)1794 503500 FAX: +44(0)1794 503555
EMAIL: sales@talleygroup.com

www.talleygroup.com

