



Service Support

Direct
contact with
support staff
or bench
engineers

Why Open a Service Contract?

When one of our products leaves us, great care goes on behind the scenes to ensure that the product is manufactured, tested and is of course designed to achieve a high degree of reliability and customer satisfaction. Regular checkups are needed as with any piece of equipment to ensure that the very best performance is delivered consistently and in the event of any problem it is quickly and cost effectively restored to its original specification. For us, service starts after the equipment has been delivered and not before the order placed.

Huntleigh Healthcare is pleased to be able to offer our service as an experienced and established repair facility for our Diagnostic Products Division's equipment comprising of hand-held Dopplers, Vascular Assessment systems, Fetal Monitors, now including the Sonicaid™ range, Smartsigns® and LifePulse™ series of patient monitoring equipment.

Huntleigh have experienced staff that have been repairing Huntleigh and Sonicaid™ equipment for many years, providing support for hospitals and support organisations worldwide, we are proud to offer this to our customers.



Training

To ensure that our equipment is maintained and kept in perfect working order we can provide training courses to support staff carrying out repairs or routine maintenance.

Training can be carried out on the customers' premises or provided on our training sessions run regularly from our Cardiff facility covering our diagnostics product range.

Spare Parts

A large stock of spare parts is held for most discontinued and all current products with most being despatched ex-stock. We hold stock of spare parts for 5 years for handheld equipment and 7 years for mains powered equipment, where practical we extend this period extending the products life even further.

Technical Support

Technical support is available to help with fault diagnosis, calibration and general maintenance issues allowing hospital staff to carry out support for our products.

This is available via e-mail or telephone allowing direct contact with support staff or bench engineers who have many years experience and are always friendly and approachable. They also know the products in detail working closely with hospital or distributor based support staff.

Field Repairs

Field service by our engineers is available either as an ad-hoc arrangement or under our service contract agreement using our dedicated engineers.

This is often be a cost effective means of receiving a high level of support for high volume products quickly returning them to their original high level of performance should local hospital based support staff be unable to support the equipment.

Service Contracts

To ensure continuing support for our UK based equipment, we provide a cost effective range of service contracts allowing us to provide PPM including performance verification through to fully comprehensive support contracts. These contracts allow us to work in alliance with the hospitals EBME departments giving the benefits of on site staff working closely with the equipments manufacturer.

Workshop Repairs

For the entire diagnostics range we offer a workshop based repair service, repairs on all handheld units are covered by our fixed price repair scheme. Using this scheme reduces the time taken for a repair to be carried out allowing your repair to be carried out quickly, efficiently and cost effectively. Contact us for further details.

Repair estimates are available for all non-handheld equipment and all repairs guaranteed maintaining cost effectiveness throughout the products life.

"Huntleigh Healthcare have surpassed their obligations. They could not have been better partners."

Remote Support

For our Dopplex Centrale products we can provide a support contract providing support for hardware and software including software updates as required. Remote support software is installed as standard on these systems allowing us to provide fast and effective remote support including software upgrades should these be necessary. This is also available for overseas customers providing rapid 'on site' support as quickly as a mouse click.

Quality/Environmental

Our service department operate under ISO9001:2000 & ISO134851:2003 quality standards and as repairing a product is good for the environment we operate under ISO14001:2004 to further minimise any environmental impact.

To find out more about our service packages, please contact a member of our dedicated Service Department on:

+44(0)29 2048 5885
service.cardiff@arjo.com

"We took a risk when changing suppliers, but it was a justifiable risk and one which has forged a partnership between our supplier and hospital staff."



"Thank you very much for your continued support. We will definitely be recommending you for future Doppler purchases."



"We would feel confident in recommending the company to another trust."



As a proud member of the Arjo family, we have been committed to supporting healthcare professionals in improving outcomes and enhancing patient wellbeing since 1979. We do this through our proven solutions for Vascular Assessment & Treatment and Fetal & Patient Monitoring. With innovation and customer satisfaction as our guiding principles, we strive for clinical excellence and improved performance, for life.

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