



Innova's Servicing Department: An Overview

INCLUDING:

- Innova's unique offering and approach
- Servicing and maintenance contracts
- Mattress audits
- Mattress decontamination, utilising Ozone Technology

/ Why use Innova?

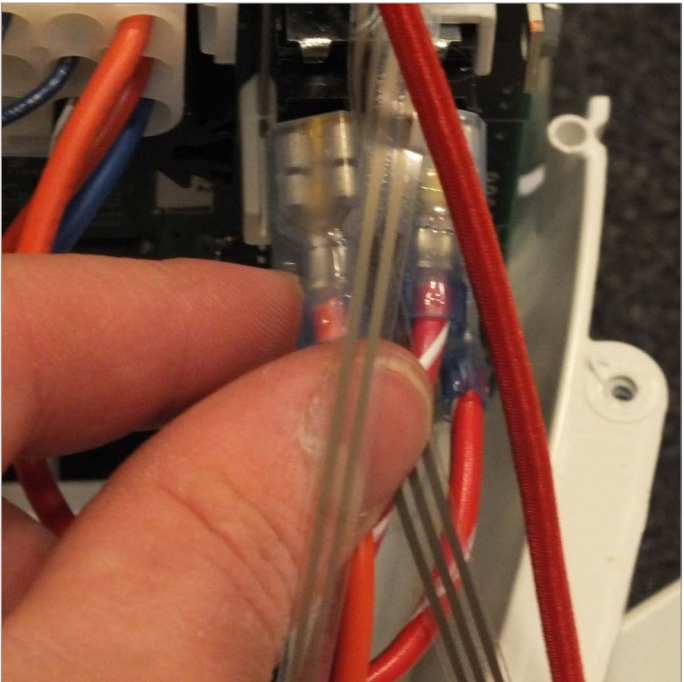
OUR PASSION

At Innova, we’re friendly, dynamic, honest, passionate, and of course, innovative. We pride ourselves on our positive approach to problem-solving, and our ability to always bring a new idea to the table. We don’t shy away from a challenge because we know that we can find the perfect solution. Whether it’s a new hospice fit out, a care home refurbishment, or a full hospital ward, we can provide the care solutions needed so that our end-users have the best quality of life available to them. We take care in our equipment, so it can take care of them.



MINIMISING DOWNTIME AND MAXIMISING PRODUCT LIFE

We take complete ownership of equipment repair and maintenance, with the objective to not only meet the basic requirements, but to exceed these by minimising down time and increasing the overall lifecycle of the product. This approach ensures we maintain effective uptimes for product repairs and preventative maintenance, negating the need for unnecessary product replacement, therefore providing our customers with the information needed to effectively manage product fleets and budgets.



OUR PEOPLE

Innova are proud to employ some of the industry’s best people and have a wealth of experience in the healthcare market. We understand that the safe and timely function and operation of your products are imperative for your clinical outcomes.



HISTORY TRACKING

We can efficiently track the status and history of all products and their subsequent availability and constantly strive to provide a safe working environment for all healthcare staff whilst meeting the safety requirements for all patients and their caregivers.

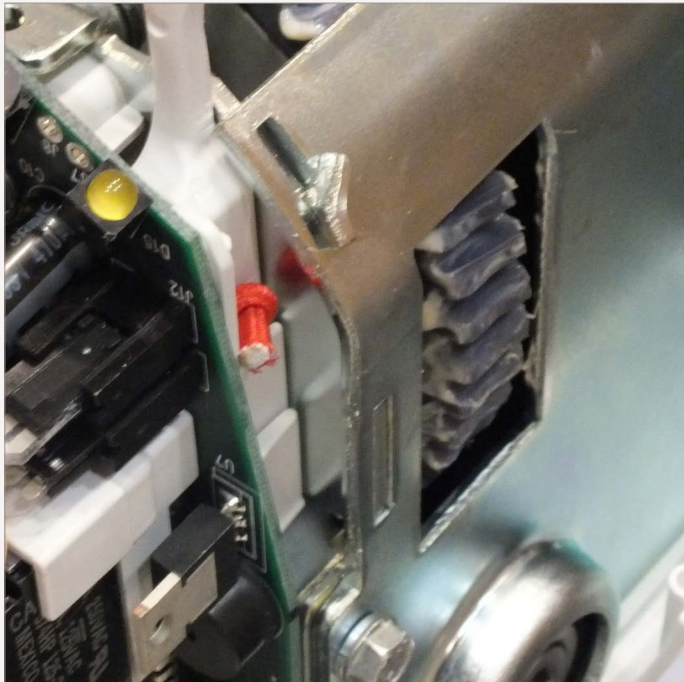
RAPID RESPONSE

As an independent provider we are able to service every manufacturer’s products and have a large network of service engineers throughout the country enabling us to commit to rapid response times.

/ Planned Preventative Maintenance

OUR PPM SERVICE

The routine upkeep of equipment, and Planned Preventative Maintenance (PPM), are essential in reducing the chance of equipment failure, and in limiting potential problems and accidents. At Innova, we listen to your requirements and design individual strategies and solutions to give you total peace of mind. From PPM through to rapid response repair services, we provide an expert and professional service, backed up by honesty, passion and friendliness.



WHAT IS PPM?

Planned Preventative Maintenance encompasses the scheduled service and maintenance of equipment, which Innova incorporates into customer specific, agreed service schedules. This ensures that equipment is safe to use, having undergone a series of rigorous tests in line with manufacturers recommendations. This approach also ensures compliance with local laws and healthcare facility protocols, whilst pro-active maintenance can often prevent the need for costly repairs in the future, thus minimising whole life costs.

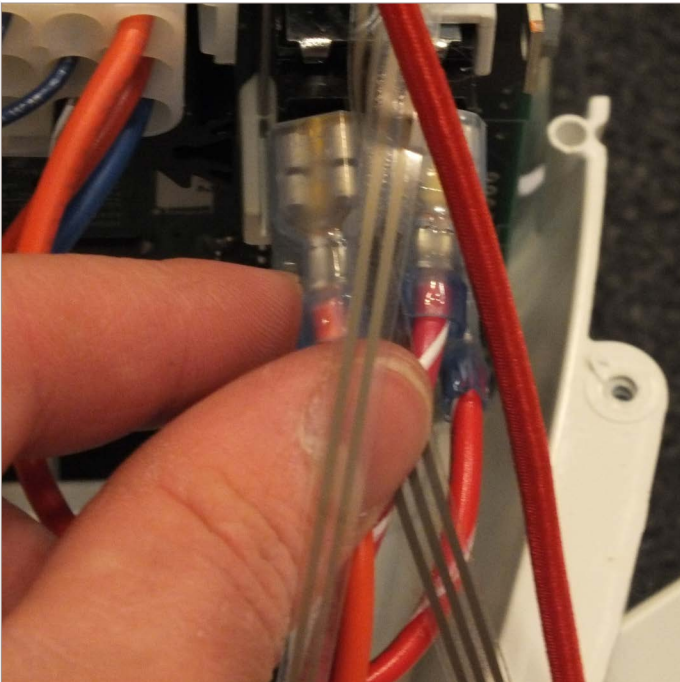
/ Servicing & Maintenance Contracts

LET'S MAKE IT EASIER FOR YOU

Our Servicing and Maintenance Contracts are designed to make it easier for you. You'll never have to worry about your equipment again, as we'll look after everything for you. Imagine us as your own personal maintenance department!

Key benefits include:

- Systems are maintained in good working order
- Times are arranged to suit you
- Helps meet statutory obligation
- No nasty surprises!
- Ensures full satisfaction
- Engineer on site within 24-48 hours
- Makes budgeting easier



SERVICE CONTRACT OPTIONS

	PACKAGE DETAILS
PLATINUM	This package includes: <ul style="list-style-type: none"> • 2 LOLER checks per year • 1 annual service • Unlimited call outs • Full cover including replacement of all necessary parts/servicing items • Telephone support • Priority call out service
GOLD	This package includes: <ul style="list-style-type: none"> • 2 LOLER checks per year • 1 annual service • 1 call out per month • Routine replacement of minor parts/servicing items • Telephone support
SILVER	This package includes: <ul style="list-style-type: none"> • 2 LOLER checks per year • 1 annual service • No forward paid call outs • Telephone support

/ Mattress Audits & Decontamination

MATTRESS AUDITS

We offer independent or assisted mattress audits, meaning that we can either come into a hospital to staff inspect the equipment, or we can do it all ourselves. We'll take the covers off the mattresses and test all the components to ensure that everything is still running smoothly and efficiently. We recommend that audits be carried out at least once a year.

DECONTAMINATION SERVICES

Innova provide decontamination services throughout the UK either utilising our service centres or by setting up decontamination centres on-site. We also have a detailed "Rapid Deployment Plan" which enables us to very quickly set-up another decontamination centre anywhere in the UK at short notice. We are committed to ensure every UK Service Centre is:

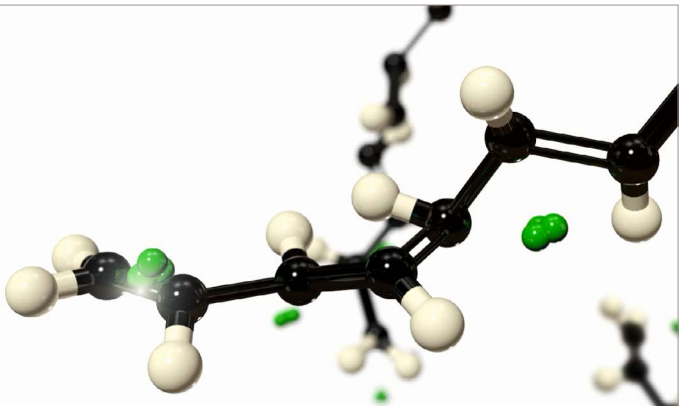
- Fully equipped with purpose built decontamination facilities, to ensure the highest standards in infection prevention.
- Independently audited by microbiological specialists, ensuring complete compliance with the strict infection prevention standards of today's healthcare industry.



OZONE TECHNOLOGY

Our decontamination facilities utilise ozone technology which is an innovative, highly effective and environmentally-friendly alternative to traditional washing agents. The natural, cold water ozone laundry process disinfects more effectively than any conventional thermal alternative and destroys 99.999% of harmful micro-organisms such as MRSA, E. coli, Norovirus and C. difficile spores.

Ozone technology has been validated by the Dept. of Health Rapid Review Panel and the FDA as an effective way of decontamination. The Rapid Review Panel stated that "evidence shows that it is more effective in decontamination than current laundry systems". While traditional thermal washing machine cycles use high (potentially damaging) water temperatures and may need harsh bleaching agents to remove stains, our eco-friendly laundry solution works at low or ambient temperatures. It means we can achieve complete decontamination whilst reducing energy consumption. An additional benefit to our customers is significantly extended product life.



"OTEX kills bacteria 3,200 times faster than chlorine bleach!"



FULL ACCREDITATIONS

All our infection prevention and cleaning policies are written in accordance with the most current legislation and guidance from industry recognised bodies;

- Infection Prevention Society (IPS)
- Medicines and Healthcare Products Regulatory Agency (MHRA)
- British Healthcare Trades Association (BHTA)
- UK Department of Health

MINIMISING DOWNTIME AND MAXIMISING PRODUCT LIFE

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ON-SITE PRODUCT DECONTAMINATION

Decontamination facilities can be set-up on site enabling a seamless and very quick service utilising our detailed "Rapid Deployment Plan" which enables us to very quickly set-up another decontamination centre anywhere in the UK at short notice. We operate strict protocols for the cleaning and decontamination of products in our on-site centres just like we do in our dedicated service centres, which define processes for:

- The cleaning and decontamination of beds, dynamic mattresses and other products
- The cleaning and decontamination of facilities and vehicles
- Improved Infection control



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THE MOST INNOVATIVE
HEALTHCARE EQUIPMENT
IN THE WORLD.

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