



MEDICAL EQUIPMENT

# MAINTENANCE SOLUTION OVERVIEW



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No matter where you are,  
we've got you covered.

With a national network of workshops and mobile service technicians, Activtec Solutions has the experience, people and resources to provide the best solution to your needs



Hospitals  
Aged Care Facilities  
Doctor Surgeries  
Special Education  
Physiotherapists  
Dentists  
Nursing Training Organisations  
Health Care Equipment End User

Your local team  
are here to help

NSW  
QLD  
VIC  
WA  
NT  
SA  
TAS



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# Activtec Solutions is one of Australia's largest and most progressive specialised medical equipment maintenance providers.

An Australian, family owned and operated business, we have built an enviable reputation through our commitment to 'superior quality, superior customer service and superior prices' since our beginnings in 1991. We are customer focused and offer many proactive solutions that set us apart in the marketplace.

## Technical Capacity

ATS is an authorised service agent for many leading brands and we have experience maintaining most popular brands and models. Our skilled technicians are highly experienced and hold qualifications such as electrical, engineering, bio-medical engineering and other trade-specific qualifications.

## Spare Parts

We are specialists in the sourcing and supply of spare parts and have accounts with all major equipment and parts manufacturers. We also hold stock in our warehouses throughout Australia, ensuring our mobile technicians have easy access to spare parts. We can also offer overnight delivery for a large range of parts to most of Australia.

## Probity and WH&S

We place the utmost emphasis on a safe and healthy working environment and have a WH&S policy that is rigorously implemented by all staff. We hold an electrical contractors licence, public liability insurance to \$20,000,000.00 and workplace injury compensation cover for all our employees. Our technicians hold current police checks and all relevant trade licenses that allow them to lawfully conduct their work on your premises. We conduct Risk Assessments and Job Safety Analysis on a regular basis and before the commencement of work to ensure the safety of our work environment.

## ISO9001 Quality Management System

We proudly hold certification of our quality management system to ISO9001 standard. This ensures the continual improvement of our day-to-day systems and procedures and demonstrates our commitment to delivering the highest quality service.

## We will save you money

- **Extend the life of your equipment, minimise unexpected equipment down time and ensure the maximum return on your investment** through our Preventative Maintenance Care Plans. We offer three tiers of Care Plan (detailed on pages 10-12) which have been designed to provide the right solution to your individual needs.
- **Consolidate your maintenance providers from many to one.** As we are a brand neutral, independent equipment maintenance 'one stop shop', we can cover it all. It's the simpler, more efficient and cost effective answer.
- **Enjoy the efficiencies and cost savings that come with choosing a leading supplier** with the infrastructure and up-to-the-minute systems to deliver a streamlined service.
- **Save on spare parts** thanks to our dedicated spare parts division sourcing parts from OEMs nationally and internationally at the lowest cost possible. Of course, if you are on a 'Protection' or 'Comprehensive' level Care Plan, spare parts are included in the annual fixed cost for ultimate peace of mind!
- **Choose a tailored solution that matches your needs and budget** while still offering the high level of service you require. While it can be difficult to compare different maintenance proposals, we have the ability to provide the best value solution every time.

## We will make life easier for your staff

- **We are committed to easing the burden placed on healthcare facility staff** by fostering long lasting relationships through commitment, cooperation and clear communication.
- **Our processes are 100% user friendly** thanks to our ISO9001 certified quality management system, our structured approach to maintaining your equipment and our purpose built Asset Management System.
- **We are fully insured** and have all the relevant trade licences and police certificates to make your contractor probity check a breeze.
- **Complete compliance means peace of mind.** Our services have been designed to ensure your facility complies fully with all regulatory standards, WH&S standards, and where applicable, infection control standards. This gives you full assurance that in the event of an audit or incident you have all bases covered.

## We will enhance your care environment

- Your **well-maintained equipment** will give clinicians and patient carers confidence in the safety, reliability and performance of the equipment and will contribute to a high standard of patient care.
- Our **speedy on site breakdown response times and loan unit hire options** will keep equipment downtime to a minimum and ensure that clinicians and carers have access to specialised equipment when they need it.
- Our **friendly and professional team** will treat your staff and clients with the utmost respect to foster the happy and friendly environment of your facility.

We have an unmatched reputation for service excellence spanning a wide range of ancillary healthcare equipment and bio-medical devices.

As we are a brand neutral organisation, we are truly able to offer a comprehensive solution for all your medical equipment maintenance needs. All equipment is maintained and tested to the relevant Australian Standard and manufacturers guidelines.

**Just some of the equipment we service and repair:**

Hospital Ward Beds	Hospital Acute Care Beds	Nursing Care Beds
Nebulisers	Blood Pressure Monitors	Vital Signs Monitors
Sphygmomanometers	Suction Units	Syringe Pumps
Infusion Pumps	Theatre Lights	Theatre Pendants
Theatre Tables	Pulse Oximeters	Defibrillators
Weigh Scales	Dialysis Chairs	Patient Trolleys
Patient Lifters	Motorised Tugs and Trolleys	Air Mattress Systems
Nurse Call Systems	Mobility Scooters	Macerators
Sanitisers	Stretchers	Morgue Lifters
DVT Pumps	Facility service trolleys	Wheelchairs
Treatment/Physio Tables	Floatation Chairs	Shower Commodes/Trolleys



We effectively manage your asset register and maintenance needs with our purpose-built online maintenance and asset management system. This **computerised maintenance management system (CMMS)** is the ultimate solution for job scheduling, traceability, comprehensive asset history and job status communication. Our system will save you time and eliminate the uncertainty. The system is used internally for every single job and client access to the system is available for an annual fee per user which gives you 24/7 access to all features of the software.

**Job Scheduling and Traceability**

As the system is paperless and stored online, all information is accessible 24/7. At your fingertips will be site specific information such as the time it takes for breakdowns to be repaired, the status of open corrective maintenance jobs, number of breakdowns per site or even per asset, and details of upcoming or overdue preventative maintenance.

**Job Status Communication**

The system automatically sends updates via email to the appointed site contact as the job progresses from being logged, assigned to a technician, scheduled for a date and time and then completed. On completion, a service report detailing the work performed and our recommendations will be emailed to the appointed site contact. No more wondering when someone will arrive and if parts will need to be ordered to complete a job – you will be 100% 'in the know', 100% of the time!

**Comprehensive Asset History**

The system's asset register is site specific and contains comprehensive service and repair history as well as detailed information such as the number of assets, ages of assets, warranty periods, make and model of assets and much more. Each asset is labeled with a scannable QR code for instant access to that items information.



**Included in this option:**

- Labour during normal working hours associated with Planned Preventative Maintenance.
- Travel and accommodation costs for the agreed number of planned visits per annum.
- Operational function checks, calibration and preventative maintenance procedures in accordance with manufacturer's instructions and any relevant Australian Standard.
- Electrical safety checks in accordance with AS3551 if required.
- Each item is barcoded and all details are logged on our maintenance management software for easy access to maintenance history.
- Full 12 month warranty on all parts replaced, commencing from date of installation (excluding accidental and wilful damage to equipment).

**Excluded:**

- Cost of breakdown call outs and extra service call outs if equipment is not available on the planned and included visit/s.
- Cost of all routine replacement parts, as specified in Manufacturer's Technical Literature and any other parts used during planned preventative maintenance or emergency call outs.
- Loan unit during equipment downtime due to breakdowns.

**Response Times:**

- A telephone response within one hour between 8:00am and 5:00pm, Monday to Friday, followed by a site visit within one business day of initial call.

**Included in this option:**

- Labour during normal working hours associated with Planned Preventative Maintenance.
- Travel and accommodation costs for the agreed number of planned visits per annum.
- Operational function checks, calibration and preventative maintenance procedures in accordance with manufacturer's instructions and any relevant Australian Standard.
- Electrical safety checks in accordance with AS3551 if required.
- Full 12 month warranty on all parts replaced, commencing from date of installation (excluding accidental and wilful damage to equipment).
- Clinical in-servicing and user training, if required.
- Each item is barcoded and all details are logged on our maintenance management software for easy access to maintenance history.
- All replacement parts required to maintain the integrity and safe operation of the equipment (excluding parts that require replacement due to accidental and wilful damage to equipment).
- All labour, travel and spare part costs associated with breakdown call outs during normal working hours (excluding repairs resulting from accidental or wilful damage to equipment).

**Excluded:**

- Extra costs associated with work scheduled out of normal hours.
- Cost of extra PPM call outs if equipment is not available on the planned and included visit/s.
- Repairs resulting from damage or misuse.
- Repairs to equipment that is covered by manufacturer's warranty.
- Repairs to equipment that has been condemned by **ATS** due to safety concerns or is beyond its usable lifespan as recommended by the manufacturer or supplier of the equipment.
- At plan commencement, **ATS** expects that newly covered equipment to be in a satisfactory condition and that it has had a demonstrable history of maintenance. Where maintenance and product upkeep have been absent, **ATS** reserve the right to invoice the cost of parts incurred on the first Preventative Maintenance inspection only, to bring the newly contracted equipment to a satisfactory working condition.
- Loan unit during equipment downtime due to breakdowns.

**Response Times:**

- A telephone response within one hour between 8:00am and 5:00pm, Monday to Friday, followed by a site visit within one business day of initial call.



When the inevitable happens and equipment breaks down, you need a service provider who can respond quickly and has the expertise and available parts to keep equipment downtime to a bare minimum.

### Included in this option:

- Labour associated with Planned Preventative Maintenance.
- Travel and accommodation costs for the agreed number of planned visits per annum.
- Operational function checks, calibration and preventative maintenance procedures in accordance with Manufacturer's instructions and any relevant Australian Standard.
- Electrical safety checks in accordance with AS3551 if required.
- Full 12 month warranty on all parts replaced, commencing from date of installation (excluding accidental and wilful damage to equipment).
- Clinical in-servicing and user training, if required.
- Each item is barcoded and all details are logged on our maintenance management software for easy access to maintenance history.
- All replacement parts required to maintain the integrity and safe operation of the equipment (excluding parts that require replacement due to accidental and wilful damage to equipment).
- All labour, travel and spare part costs associated with all breakdown call outs (excluding repairs resulting from accidental or wilful damage to equipment).
- Loan unit swap-out. If your unit is going to take longer than a specified time to repair, we will provide a loan unit, of equivalent functionality, free of charge, until your original unit is fixed.

### Excluded:

- Repairs resulting from damage or misuse.
- Repairs to equipment that is covered by manufacturer's warranty.
- Cost of extra PPM call outs if equipment is not available on the planned and included visit/s.
- Repairs to equipment that has been condemned by **ATS** due to safety concerns or is beyond its usable lifespan as recommended by the manufacturer or supplier of the equipment.
- At plan commencement, **ATS** expects that newly covered equipment to be in a satisfactory condition and that it has had a demonstrable history of maintenance. Where maintenance and product upkeep have been absent, **ATS** reserve the right to invoice the cost of parts incurred on the first Preventative Maintenance inspection only, to bring the newly contracted equipment to a satisfactory working condition.

### Response Times:

- A telephone response within one hour, 24 hours a day, 365 days a year.
- A technician will be onsite ASAP under our 24 Hour Service guarantee.

You can rest assured that our breakdown repair response will be both speedy and effective. Our mobile service and repair vans are stocked with many thousands of dollars worth of spare parts for all types and brands of equipment. This array of spare parts coupled with our vast wealth of technical knowledge means that we can repair a huge range of equipment on site, thereby minimising equipment downtime.

A repair job can be logged at any time of the day or night via phone, fax, text message, email, mobile phone app or through our website. Once a job is logged, we will provide a time a technician will be on site to complete the job and keep you notified of any developments (such as if parts need to be ordered or the item is uneconomical to repair). Upon completion of the job, you will be issued a service report detailing the work that was done and any recommendations we have for your equipment.

You do not have to be covered under a Care Plan package to take advantage of our reactive maintenance service, however, we strongly recommend it as the most cost effective solution.

### Australia Wide Onsite Response Times

- **No Care Plan – 2 Business days**
- **Compliance Care Plan – 1 Business day**
- **Protection Care Plan – 1 Business day**
- **Comprehensive Care Plan – ASAP 24 Hour Service**

### On Site ATS Technician

Larger hospitals with a steady stream of equipment breakdowns will find an on site technician the most cost effective and operationally efficient solution to your needs. We can supply a trained technician with a fully stocked van on a daily or full-time basis who will take care of all your medical equipment breakdowns – from a food service trolley that needs new castor wheels to an intensive care bed that needs the PCB replaced. An **ATS** on site technician will provide many benefits over a traditional maintenance staff including:

**Direct cost savings** – Not only will you save money on employment costs such as overtime, leave loading, superannuation etc. but our technicians are highly trained and will complete more repairs in a day than anyone else thereby stretching your dollar further.

**Faster equipment repairs** – As our technicians are highly trained and have access to a large range of spare parts, there will be no more learning on the job or waiting weeks, if not months, for parts to arrive. We will have your equipment up and running quick smart!

**Lower admin/managerial workload** – You will no longer need to process orders for replacement parts, follow up suppliers, reconcile fuel dockets or timesheets, process requests for employee leave, manage staff issues or do any other of those annoying tasks that eat up your day.

As an independent, specialised, maintenance-only company, we are perfectly placed to provide impartial advice and product evaluation support across a wide range of equipment.

We also offer the flexibility of being able to hire equipment to ensure specialised equipment is available to care staff during periods of increased demand.

#### Audit and Procurement Services

We conduct a comprehensive audit of your equipment and report on points such as the present condition, ongoing costs, expected lifespan, and suitability to meet the present and future need. During an audit, we will also obtain feedback from your clinical staff as the cost of staff morale, productivity and injury claims should be factored into the overall costs of equipment.

As independent maintenance providers we have extensive experience with most brands and suppliers of nursing care equipment on the market today and believe that a well-structured and effective procurement system based around real life experience is vital to the ongoing sustainability of any care-providing organisation.

Once equipment has been identified as needing replacement or you are procuring new equipment, you need to be sure you are purchasing the correct product for your needs and are getting the best value for money. As there are hundreds, if not thousands, of medical equipment suppliers in Australia, it is very difficult to do this without an expert by your side. We have many years of experience with different companies and brands and can ask the hard questions and look behind the scenes to find out what you need to know before partnering with an equipment supplier.

#### Equipment Hire Services

Should you have an unplanned or short term need for equipment, we can help by hiring specialised equipment when and where you need it. Some of the benefits of hiring equipment are that you avoid acquisitions costs on equipment, have equipment on hand when required and avoid equipment maintenance costs. Our hire equipment service offers you the most cost effective solution for those short term equipment needs.

"Activtec Solutions has provided Blue Care West Moreton Cluster with services to our Medical Equipment for a number of years. We have always found that they provided us with a prompt efficient service at competitive prices. The techs that have attended our sites have conducted themselves in a professional manner and the customer service team are always willing to assist with all enquiries."

*Maintenance Manager, Bluecare, Brisbane QLD*

"ATS is our supplier of choice for most items that are required to maintain the equipment used in our aged care facility. They are rarely unable to meet our requirements and overnight delivery for urgent items is second to none and something I wish other suppliers could achieve."

*Maintenance Officer, Karingal Community, Devonport TAS*

"ATS provides a fast and reliable service, any queries are dealt with in the same day and nothing is too much trouble, all up very professional service."

*Engineer, Maitland Hospital, Maitland NSW*

"ATS are one of the few companies that actually respond to my requests and while that continues so will my custom."

*Facilities Officer, Kapunda Hospital, Kapunda SA*

"A good company for coverage, we have the 6 sites across QLD and ATS service all from Brisbane to Rockhampton. Also I find ATS do not try to upsell with new products but from a maintenance perspective are helpful and give good recommendations for equipment better suited to our needs."

*Maintenance Manager, Prescare, Brisbane QLD*

"ATS has an amazing range of spare parts at great prices; I have been a customer since October 2012 and keep going back!"

*Maintenance Officer, Opal Bairnsdale, Bairnsdale VIC*





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