



**BEACONMEDAES**<sup>®</sup>

*Part of the Atlas Copco Group*

*Life  
is in the  
details.*



**Service  
and  
Support**

**Service and Support**

# Service and

## Field Service

BeaconMedæ's has the largest field service force in the industry and has the ability to reach any mainland facility with the best response times. Our service specialists possess a vast knowledge of the industry and are able to work on all other manufacturer's equipment. BeaconMedæ's service specialists have the knowledge, skills and parts to complete the work on the spot and all technicians are certified Competent Persons (MGPS). You can rest assured that planned and corrective maintenance can be handled rapidly to maximise equipment uptime. In addition, our factory maintains a large inventory of parts available for quick despatch if required.



## On-Hand Inventory for Faster Service

BeaconMedæ's has the UK's largest "on-hand" inventory of medical gas parts. Our service vehicles stock over £250,000 worth of parts, so that your repair can be completed on the FIRST visit. Not only do we have a large inventory of parts at our manufacturing facilities available for quick shipment, but we can also offer same day delivery to most mainland areas.



## Medical Gas Equipment Maintenance

A Medical Gas system's components are linked together by the medical pipeline network. Failure of a major component can cause the shut down of important areas of your facility. BeaconMedæ's offers practical and economical solutions to help ensure that your source equipment reliability remains at its highest potential. Our Planned Preventative Maintenance Programs, in addition to our Corrective Maintenance Services, are designed to help keep your Medical Gas systems in peak operating condition.

## Planned Preventative Maintenance

Planned Preventative Maintenance (PPM) is inspection work that is performed on a piece of equipment on a scheduled basis. The schedule is based on best practices and manufacturers' recommendations designed to keep your equipment operating smoothly. Our thorough service may identify needed repairs, which once completed, could prevent an unscheduled

shutdown of your equipment. BeaconMedæ's offers this service at a flat rate that can be designed to fit your budget – invoiced per visit, quarterly or yearly. Properly maintained equipment is more reliable, will reduce downtime and will save you money in the long run. BeaconMedæ's offers PPM contracts for most types of Medical Gas equipment.

## Corrective Maintenance

Corrective Maintenance is repair work that is performed on a piece of equipment to restore it to proper operating condition. This is typically unscheduled work, requested by the customer or person performing planned maintenance. These types of repairs would not be included typically in the PPM contract, even though the PPM service may be instrumental in identification of the needed repair. BeaconMedæ's not only offers competitive labour rates and OEM parts pricing, but stands behind both for 90 days.



# and Support

## Air and Vacuum Plant Maintenance

How often have you wished for your medical gas pipeline system (MGPS) maintenance provider to be able to offer you a full maintenance package including dryers, air compressors and vacuum pumps? Now you have that option. We have extended the training of our Competent Persons (MGPS) to encompass plant. This provides you with an alternative to technicians, who are unlikely to be trained CP's (MGPS) from air compressor houses and the like. This service includes your BeaconMedæ's plant with Atlas Copco compressors and Busch pumps as well as service on other brands such as Rietschle, Becker, Mahler, and more.

Medical air is classified as a drug. Medical compressed air systems containing even relatively low levels of water vapour pose a very real danger to patients, especially to the immuno suppressed. Wet conditions not only provide a breeding ground for harmful bacteria but can also damage ventilators and other medical equipment. Therefore, it is crucial that your medical air plant is properly maintained to ensure the medical air it produces complies with the European Pharmacopoeia monograph.



A dewpoint digital readout has been a standard feature on recent BeaconMedæ's air plants. It is fitted with a Michell Transmet sensor, the same as is used in portable dewpoint instruments. As it is an instrument and ought to be changed on a regular basis to ensure it is still within calibration. We recommend at least a bi-annual change.

On many older systems, especially non-BeaconMedæ's, there are very crude sensing devices. Some are located within the pipeline, where its accuracy as well as its function are impossible to check. We can provide complete dewpoint sensing systems to provide an accurate digital readout.

Desiccant gradually degrades, so to ensure your air plant performance is optimal, we recommend changing your desiccant every 4-5 years.



## Complete Service and Support

We offer the industry's most comprehensive technical support. Whether you need a question answered, your medical gas equipment repaired, or a preventative maintenance program, BeaconMedæ's is there for you. Services are generally available during normal business hours. In addition, we offer emergency services 24 hours a day, 7 days a week. Service specialists will make every reasonable effort to respond by telephone within 30 minutes of receiving a message. If an on-site visit is required, the specialist will make every reasonable effort to be on-site within 4 hours. Travel times to remote locations may vary. BeaconMedæ's also has a very knowledgeable technical service department who can assist customers in resolving problems. Engineering support, as well as other factory resources, is available to assist in resolving problems quickly. Whether you contact your local service specialist directly or contact our after hours emergency phone service, BeaconMedæ's will respond to your needs around the clock.

**Emergency 24 Hour  
Call Out 0800 252 050**



## AGS LEV Annual Re-commissioning

The Anaesthetic Gas Scavenging disposal system is a Local Exhaust Ventilation (LEV) system.

The Health and Safety Executive (HSE) state: "Wherever substances that are hazardous to health are handled, produced or processed in ways that result in dust, fumes or gases being given off to the workplace atmosphere, current legislation requires that exposure to hazardous substances is either prevented or, where this is not reasonably practicable, adequately controlled." HSE continues with: "In addition to effective preventative maintenance, there are statutory requirements to undertake formal examination and testing of LEV systems under COSHH and other regulations."

As a LEV system each separate AGS system should be re-commissioned annually and a formal report issued. Each system needs to be out of use to enable all the testing (including total flow) to take place so work tends to be after hours or at weekends. This is usually separate to a conventional PPM contract. The test confirms that the performance of the system; terminal units and plant, is still as should be.

For the current BeaconMedæS AGS plant an optional filter is available. This is installed over the air intake valve and prevents excessive dust from entering the system, which could potentially prove harmful to the pump.

### BeaconMedæS

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## Antimicrobial Medical Gas Terminal Units

The second generation Gem10 medical gas terminal unit incorporates Bi-master antimicrobial additive, in all user accessible parts. Independent testing proves this actively reduces the growth of bacteria thus limiting the chance of cross infection.

We can provide a MK3/MGI and MK4 conversion kit as well as a straight replacement of the second fix on any first generation Gem10 medical gas terminal units with minimal disturbance to your services.



## Medical Gas Hose Replacement

Well designed pendants require no maintenance at all, and will continue to operate for many years untouched. There is however an underlying and hidden problem - medical gas hose replacement. When installed in pendant systems, rotation and/or lifting of the arms over some years can lead to rubbing and therefore wear, especially where hoses pass through the bearing joints, or by motor and drive mechanisms.

The Medicines and Healthcare products Regulatory Agency (MHRA) issued Medical Device Alert ref. MDA/2003/007 in March 2003, calling for immediate action to be taken. Incidents of fires had been reported, and the cause was determined to be worn oxygen hoses. It is essential to replace medical gas hoses in line with the manufacturers recommendations. Commonly this is every 5 years, but this may vary between manufacturers and the appropriate instructions for use must be followed.

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