

Prestige Medical reveals the nuts and bolts of good customer service!

Prestige Medical has recently announced that all C3 Advance autoclave customers on service contract, whether new or existing, are to automatically receive a package of additional benefits including an annual supply of free replacement gaskets, 48 hour response time, quantity and 'no claims' discounts.



The 'nuts and bolts' of a C3 Advance

Prestige Medical say that they are finding that an increasing number of their customers are taking out a service contract - not only as a way of keeping the equipment they have invested in correctly maintained, but also as a way of ensuring compliance with relevant guidelines. These include:

- Maintenance checks should be carried out by a trained and experienced person, on the whole autoclave
- Checks should follow a written procedure
- Safety procedures must take into account the particular use of the autoclave
- Maintenance should be undertaken at regular intervals, and consider the frequency of operation
- Particular attention should be paid to safety devices and interlocks
- Any defects should be escalated to a responsible person
- Records should be kept of faults, maintenance and modification

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In addition, as part of its commitment to minimise any environmental impact caused by its manufacturing operations, Prestige Medical say that they are introducing a scheme whereby, when an old autoclave reaches the end of its working life and is ready for replacement, it can be collected and returned to Prestige Medical for safe disposal completely free of charge, they will even pay the carriage.

Technical service manager, Andy Hamilton, commented “Whilst our C3 Advance bench top autoclave has established an enviable reputation for reliability, providing access to a quick and cost-effective back-up service remains an important part of our obligation to customers. These changes are an indication of that continuing commitment.”

More information about service contracts is available from Prestige Medical on 01254 682 622 or on their website www.prestigemedical.co.uk

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