DDC

DDC · REDEFINING INFECTION CONTROL SINCE 1991

Servicing

Maintaining your moving and handling equipment is crucial to increase the lifespan of your assets and maintain compliance.

With **DDC's Service Agreements**, your equipment will be kept in peak condition, preventing avoidable breakdowns and ensuring the well-being of service users and care givers.

DDCDOLPHIN.COM

Peace of mind through expert service capability

Introducing **DDC service plans**, designed to deliver exceptional support and maintenance for your equipment.

With Planned Preventative Maintenance and Compliance checks, you'll extend the life of your assets and minimise breakdowns.

Our service plans give you access to a nationwide team of expert engineers, ensuring fast and reliable support wherever and whenever you need it.

We provide a dedicated Customer Services Team and an Account Manager to deliver personalised, attentive care tailored to your specific requirements.

Our expertise covers all makes and models of overhead and mobile hoists, allowing us to repair and maintain your equipment to the highest standards.

In line with LOLER and PUWER, we conduct Thorough Examinations to ensure optimal performance and compliance.

Our service plans also include full stock support for parts, minimising downtime and ensuring your operations run smoothly.

For your convenience, we offer one consolidated invoice, streamlining your billing process and reducing administrative burdens.

Choose **DDC service plans** for reliable, efficient service and peace of mind.

Our services align with Lifting Operations and Lifting Equipment Regulations (LOLER) and Provision and Use of Working Equipment Regulations 1998. During each bi-annual service visit, appropriate equipment checks and adjustments are carried out. Details are recorded and included in the LOLER Thorough Examination Reports in line with Schedule 9, Appendix 1 of the regulations. Each Report contains all mandatory requirements from a technical and administrative perspective, **evidencing compliance.**

Safety: Maintenance supports caregiver and staff safety, especially in healthcare.

Equipment Maintenance: Routine servicing keeps equipment safe and working properly.

Asset Management: Detailed records of all maintenance for accountability, and lifecycle planning.

Our top **Service Benefits**

Choosing a reliable service plan goes beyond just keeping equipment running. It plays a vital role in improving efficiency, reducing unexpected costs, and supporting compliance. This overview of the **Top Service Benefits** outlines how proactive maintenance, expert repairs, and tailored support can extend the life of your machines, ease the workload on your staff, and help you stay prepared for inspections.

1
Increased uptime

2
Reduced costly repair visits

3
Increased lifespan of your machines

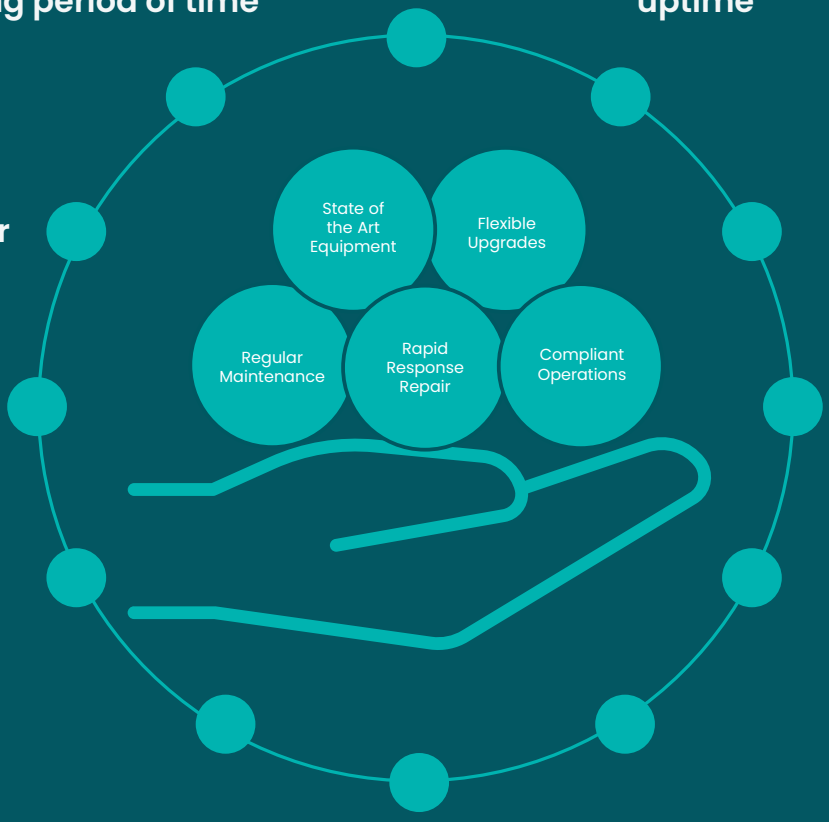
4
Discount on parts and labour

5
Less inconvenience for your staff

6
Detailed maintenance records

7
Full transparency for audits/ inspections CQC/ HSE

8
Manage your lifecycle costs over a long period of time



What **Our Engineers** Do During a Service

At DDC, our servicing is more than a routine check. Our engineers understand the importance of your equipment running reliably day after day. You'll reduce downtime, avoid costly faults and maintain high levels of safety for your service users and care givers. The work on each piece of equipment will be recorded in a **Report of Thorough Examination** in line with mandatory LOLER requirements.

Visual Checks

- General equipment condition
- Supporting structure
- Actuators
- Controls
- Hanger bars and labelling

Functional Checks

- Emergency stop operation
- Movement throughout the entire system
- Emergency lower
- Battery checks

Load Tests

- Loading system with appropriate weight

> "DDC provide an excellent reactive and planned maintenance service. Visits are booked in advance and engineers arrive on site on time. All work is carried out to a very high standard."
>
> Estates Manager at **NHS Walsall Hospital**

Key features of a **DDC service plan**

	DDC Pro
Routine Service and LOLER Thorough Examination Report	Bi-annual
SLA Response Time for Reactive Repairs	48 hours
Discount on parts	10%
Asset and equipment Assessment	☑
Service Reports	☑
Annual Account Review	☑
Training & Education	☑
Customer Portal Access	☑
Analytical Reports & Key Performance Indicators	☑

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