



Servicing

Maintaining your infection control equipment is crucial to reduce the risk of Healthcare Acquired Infections.

With **DDC's Service Agreements**, your equipment will be kept in peak condition, preventing avoidable breakdowns and ensuring the well-being of patients, residents and clinicians.



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, you'll extend the life of your machines, avoid costly breakdowns.

Our service plans give you access to a nationwide team of expert engineers, including 40 dedicated Field Service Engineers, ensuring fast and reliable support wherever and whenever you need it.

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

Our expertise covers all makes and models of washer disinfectors and pulp macerators allowing us to repair and maintain your equipment to the highest standards.

In line with NHS guidelines, we conduct periodic testing 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 **Regulation 15** of the **Health and Social Care Act**, ensuring your environment remains safe, hygienic, and compliant.

Cleanliness: Keep premises and equipment clean to prevent infection and maintain safety.

Maintenance: Regular upkeep ensures facilities and equipment stay safe and functional.

Compliance: All maintenance must meet relevant regulatory standards.

Infection Control: Maintenance supports infection prevention, especially in healthcare.

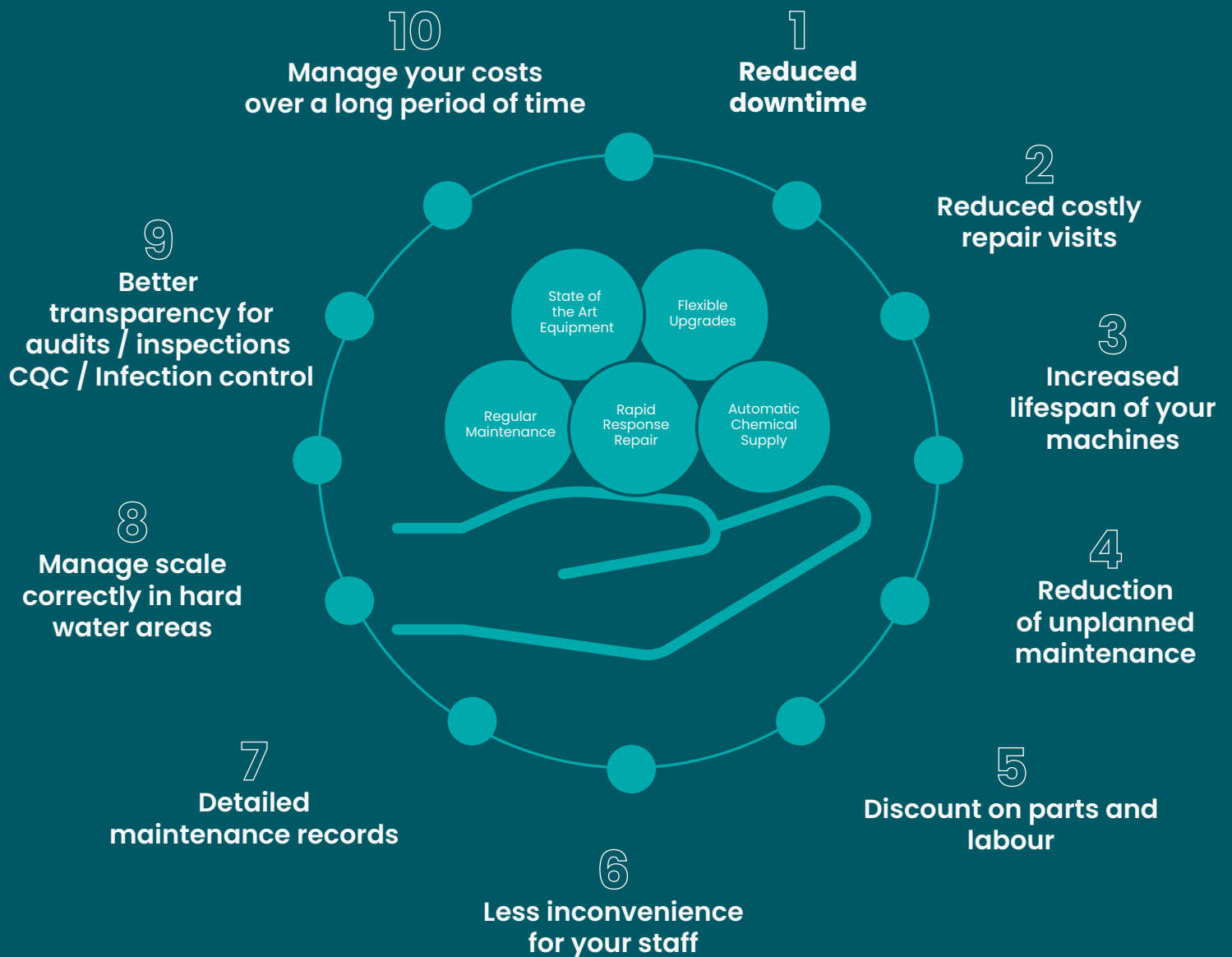
Equipment Maintenance: Routine servicing keeps equipment safe and working properly.

Documentation: Maintain records of all maintenance for accountability and audits.



Our top 10 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 10 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.



What Our Engineers Do During a Service

At DDC, our servicing is more than a routine check. Our engineers understand the pressure of busy healthcare environments and work to keep your macerators and bedpan washer disinfectors running reliably day after day. You'll reduce downtime, avoid costly faults and maintain strong infection control standards for patients and staff.



Visual Checks

- General machine condition
- Water pathways free from damage/leaks
- Chamber fixings intact
- Lid/door movement
- Blade condition and rotation

Safety & Supplies

- Electrical components safe
- Chemical stock levels checked
- Replacements installed if required

Cleaning & Support

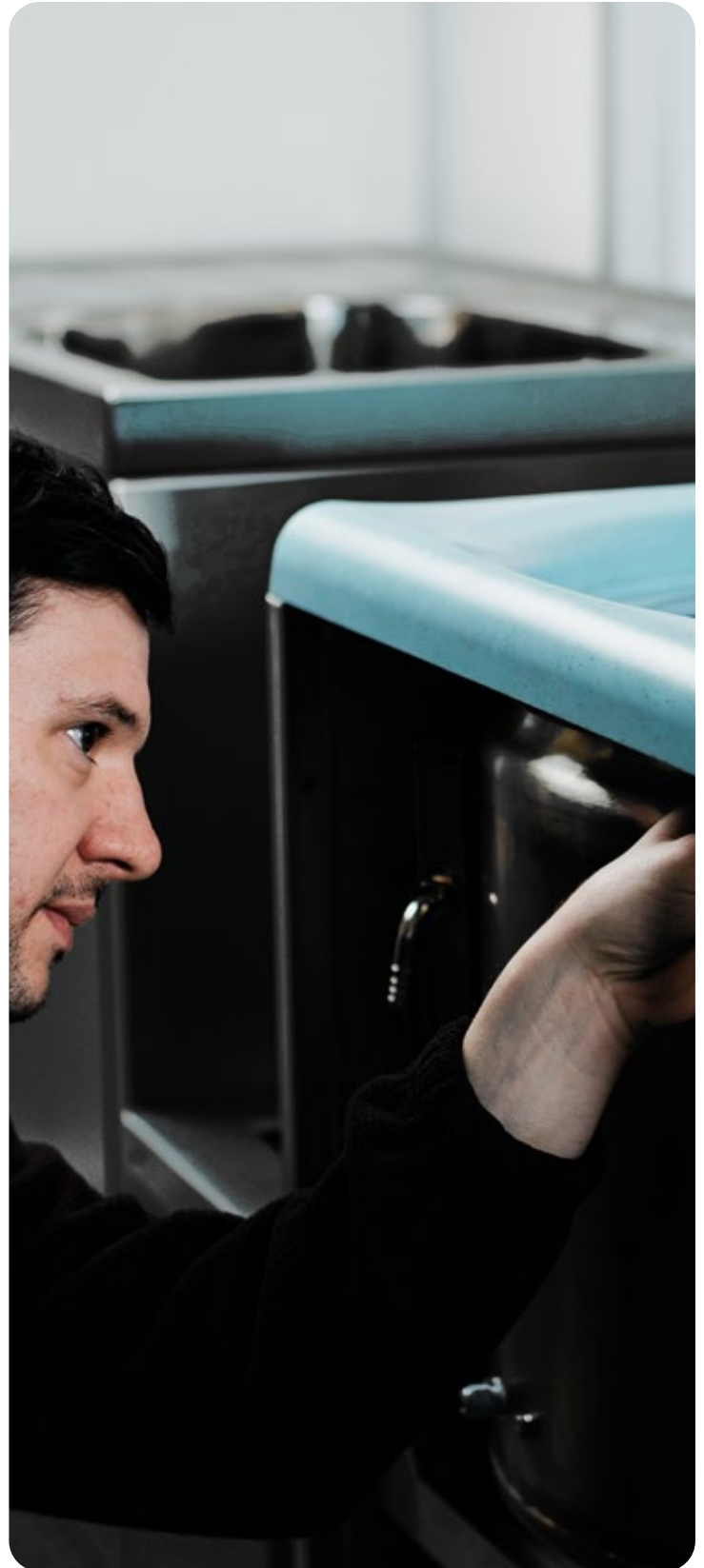
- Clean and descale inside and out
- Make recommendations on training, testing, cleaning, scale control and chemical needs.

“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

Which service plan is **right for you?**

	DDC Pro	DDC Plus	DDC Lite
Routine Service Visits	Bi-annual	Bi-annual	Annual
SLA Response Time for Reactive Repairs	24 hours	48 hours	72 hours
Discount on parts	20%	15%	10%
Discount on Chemicals	20%	15%	10%
Infection Control Risk Assessment	✓	✓	✓
Water Hardness and Scale Assessment	✓	✓	✓
Service Reports	✓	✓	✓
Annual Account Review	✓	✓	✓
Training & Education	✓	✓	✓
Customer Portal Access	✓	✓	✗
Analytical Reports & Key Performance Indicators	✓	✓	✗
Customisation Options	✓	✓	✗
Trade-in Program for Machines Old or Beyond	✓	✓	✗
Extended Warranty*	✓	✗	✗



* Terms & Conditions Apply

Chemical ordering made easy

- ✓ Scheduled chemical restocking based on your usage so you never run out.
- ✓ Make your financial planning easier with fixed pricing for the term of the contract.
- ✓ Available for Medical Pulp Macerators (EcoCleanse) and Bedpan Washer Disinfectors (Aqua Shield Pro).

DDC

