

360° Service



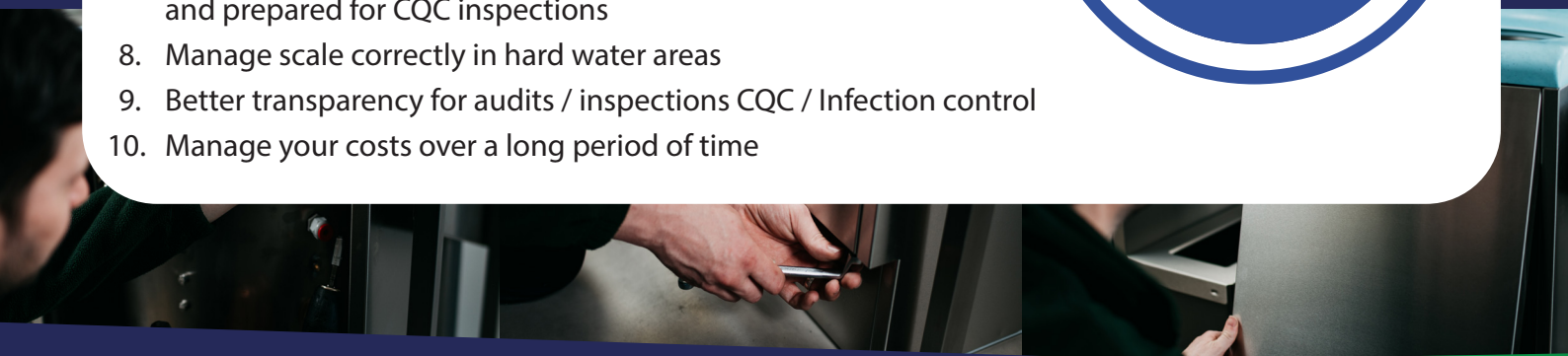
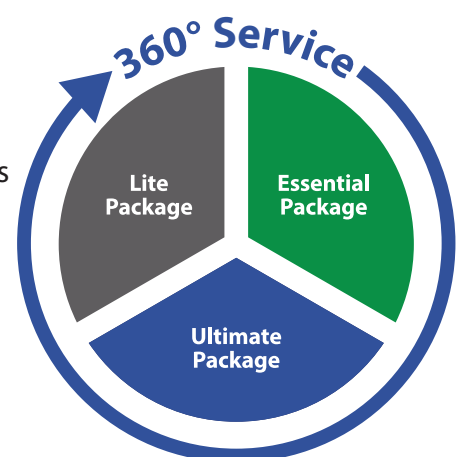
A fully operational sluice / dirty utility room is integral to controlling infection so you will want to do everything in your power to keep it up and running.

With DDC Dolphin's 360° service agreements you can ensure that your sluice machinery stays in top condition and is maintained to the highest possible standards, preventing any avoidable breakdowns so you can continue to prioritise the well-being of patients and clinicians.

Our service packages help you to reduce the costs associated with unexpected breakdowns by correcting any issues before they develop in to serious problems.

10 Benefits of 360° Service

1. Reduced downtime, increasing your productivity
2. Reduced costly repair visits
3. Increased lifespan of your machines
4. Reduction of unplanned maintenance and call-out labour charges
5. Discount on parts, labour and priority call-outs
6. Less inconvenience for your staff - allowing them to be more effective and efficient
7. Detailed maintenance records to help plan your CAPEX budgets and prepared for CQC inspections
8. Manage scale correctly in hard water areas
9. Better transparency for audits / inspections CQC / Infection control
10. Manage your costs over a long period of time



Giving you peace of mind with service capability

Access to the UK's largest fleet of highly trained service engineers with 28 Field Service Engineers

Dedicated Customer Services Team

Dedicated Account Manager

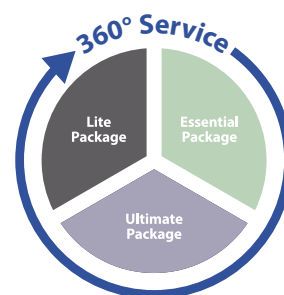
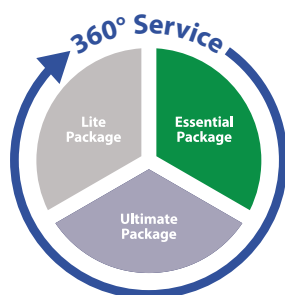
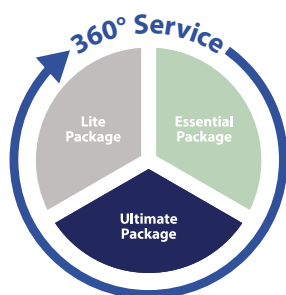
Ability to repair and maintain all makes and models of machines

Periodic testing to NHS guidelines

Fully stock supported for parts

One consolidated invoice

Which service package is right for you



	Ultimate	Essential	Lite
Service maintenance visits	Bi-annual ✓	Bi-annual ✓	Annual ✓
Chemical discount	15% ✓	10% ✓	5% ✓
SLA response time (Reactive repair)	24 hours ✓	48 hours ✓	72 hours ✓
Parts discount (DDC Dolphin parts only)	25% ✓	15% ✓	10% ✓
Call-out inc. 1st hour labour & labour per hour preferred rates	Call-out £105 ✓ Labour £67 ✓	Call-out £124 ✓ Labour £74 ✓	Call-out £139 ✓ Labour £84 ✓
Sluice room healthcare check	Yes ✓	Yes ✓	Yes ✓
Water hardness and scale level check with recommendations	Yes ✓	Yes ✓	Yes ✓
Access to customer portal	Yes ✓	Yes ✓	No ✗
Annual account review	Yes ✓	Yes ✓	No ✗
Full asset management & reporting	Yes ✓	Yes ✓	No ✗
Utensil packs	Yes ✓	Yes ✓	No ✗
Machine trials for new sites	Yes ✓	No ✗	No ✗
Parts and labour warranty (warranty policy applies)	Optional extra +	Optional extra +	No ✗
Annual periodic testing	Optional extra +	Optional extra +	No ✗
Quarterly periodic testing	Optional extra +	No ✗	No ✗

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 (EcoWash+).

Contact us today :



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www.ddcdolphin.com