



# Service & Support



Engineers of Confidence.

**Belimed**  
Infection Control

# Engineers of Confidence.

Belimed stands on a long history of fine craftsmanship and precision engineering. Our vision to combine world-class, stainless-steel workmanship with washer manufacturing expertise allows us to deliver innovative products for the medical industry.

Over the past 50 years, we have become more than a medical equipment manufacturer. Today, we are a leading specialist in the field of sterile processing solutions, providing our customers with a technology-driven portfolio of integrated products and services dedicated to the sterilization, disinfection, and cleaning of medical and surgical instruments.

We collaborate with our customers to precisely identify and resolve their challenges with trusted solutions that improve their overall work environment within the Sterile Processing Department. Our complete spectrum of sterile workflow solutions includes planning and design, market-leading equipment, consumables, service support, data connectivity, education, and training.

We are a multi-talented team, united by one mission. To instill living, breathing, confidence within our customers, empowering them to advance medical care and ensure the health and safety of patients and medical personnel.

At Belimed, we are all *Engineers of Confidence*.



## Belimed | Prevent™

### Service & Support

Belimed's Capital Equipment is the foundation of our Sterile Processing Solution. It is critical to maintain equipment uptime and peak performance so our healthcare customers can deliver high quality healthcare. Belimed's Technical Training and Support programs play a pivotal role to ensure customer confidence in our equipment performance.

Our Field Service Technicians, Installation Team and Technical Support staff are committed to expert equipment Installation, ongoing Preventive Maintenance, and expedited responses to your department support or repair needs. As Engineers of Confidence, their goal is to ensure your department can perform efficiently and without interruption.

Belimed provides a variety of Belimed Prevent™ Core Service contract packages tailored to your specific needs, whether you utilize Belimed Service, 3rd party Service, or facility Biomedical Engineering support. Choose your Core equipment Preventative Maintenance and Repair service contract, and select additional services that can add value to your department, such as Water Quality Monitoring, Chamber Cleaning, and Digital Services support. Our flexibility allows you to optimize your department performance at an optimal price.

We recommend using Belimed Core Contract Service, as our highly skilled and experienced service technicians are the experts on Belimed equipment. They are able to quickly identify and resolve the problem at hand due to their extensive training and experience with our products. Using our service team can help maintain optimal performance over the lifetime of your equipment, at cost-effective prices.

Should you choose to utilize In-House Biomedical Engineering, or a 3rd party service provider, we recommend taking advantage of Service Tech training classes located at our Charleston facility. We offer a variety of training packages that will ensure your technical support solution is trained and equipped to better support your department.

We are your trusted partner for providing the right skills, tools, and solution for your facility service needs. At Belimed, we deliver world-class results for our current and future service customers.





Service Plans

# 3 Flexible Service & Maintenance Plans

Keep your equipment running more efficiently with a Belimed Prevent™ Service Plan.

Our plans ensure that preventive maintenance is performed at appropriate intervals for your facility, and corrective actions and repairs are implemented in a cost-effective manner, improving equipment uptime and service costs. Additional services can be added to meet your department needs.

At Belimed our goal is to tailor solutions that help **PREVENT**:

- Machine Downtime
- Unexpected or Unplanned Costs
- Machine Obsolescence

Belimed Prevent Service Options	ECO	STANDARD	PREMIUM
<b>Core Contract Services</b>			
Preventive Maintenance (Labor)	✓	✓	✓
Preventive Maintenance (Labor) plus Parts		✓	✓
Repairs (includes Labor and Parts)			✓
<b>Initial Contract Add-Ons</b>			
Inspection of Racks and Transport Trolleys		✓	✓
On-call Duty outside normal working hours, on weekends, and public holidays	✓	✓	✓
Chamber Cleaning	✓	✓	✓
Equipment Descaling	✓	✓	✓
Water Quality Testing and Analysis	✓	✓	✓
SmartHub / ICS Maintenance and Troubleshooting	✓	✓	✓
Training for Users (On-site)	✓	✓	✓
Training for Users (Charleston, SC Training Center)	✓	✓	✓
<b>Non-Contract Services</b>			
Preventative Maintenance Kit (PM Kit)	Service Ordered As Needed - No Contract Needed		
Wellness Checks	Service Ordered As Needed - No Contract Needed		



## ECO

### Basic Preventative Maintenance Plan

Designed for machines with low-to-medium operation/utilization. This plan provides labor and basic preventative maintenance visits. Parts and additional services are charged separately on a per-visit basis. This plan is best suited for customers who require occasional expert support for their in-house service and maintenance staff.



## STANDARD

### Cycle-Based Preventative Maintenance Plan

Ideal for machines with medium-to-high operation/utilization. This plan provides preventative maintenance according to actual machine usage (cycles) in compliance with AAMI guidelines. Labor, parts, and additional services are charged separately on a per-visit basis. This plan is best suited for customers who require high reliability of their machines and backup support when needed.



## PREMIUM

### Full-Service Plan

Recommended for machines with high operation/utilization, where equipment downtime affecting the facility must be avoided. This plan provides a cycle-based, tailored schedule of preventative maintenance visits, labor, parts, and repairs. It is best suited for facilities with critical uptime requirements and those needing to plan and budget operating costs.

# Sterilizer Chamber Cleaning

## Sterilizer Chamber Cleaning

Bring back the appearance and performance of your sterilizer with the chamber cleaning refresh program from Belimed.

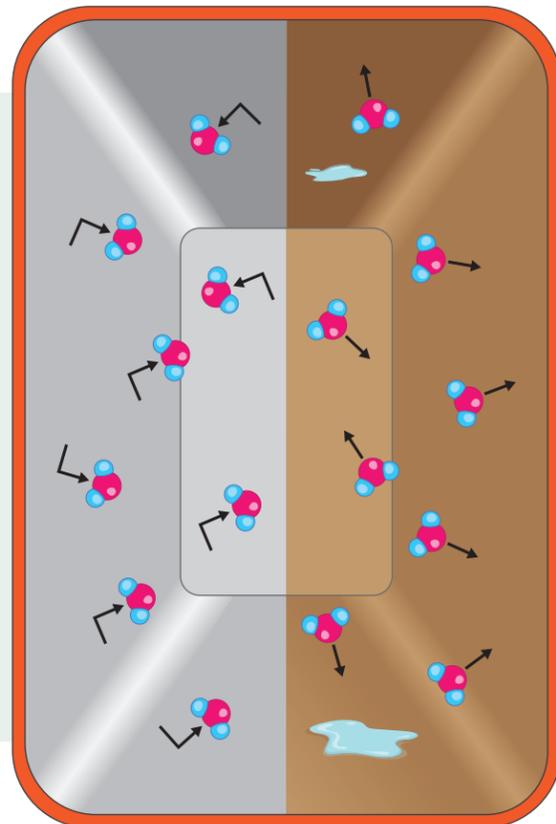
Our modern polishing process is a truly sustainable way to bring your sterilizer chambers back to their original luster. Our process is 100% green and environmentally friendly. We do not use any harsh or caustic chemicals to clean the sterilizer chamber.

### Benefits at a glance:

- Chamber cleaning not only improves the aesthetics of your sterilizer, but also extends its useful life by preserving the integrity of the stainless steel and preventing rust from eating away at the material.
- It helps meeting regulatory requirements. Joint Commission and AAMI are putting a higher emphasis on the visual appearance and performance conditions of all processing equipment.
- Regular deep cleanings can improve heating and drying efficiency in addition to a reduction in contaminated or wet packs. Oxidation related to deposits on chamber walls absorb heat, slowing the heating process. This translates into higher energy consumption that can be reduced once the chamber is clean.

### Chamber Oxidation

In the sterilization process, steam is created to penetrate the packaged instrument trays, delivering the heat necessary to sterilize those instruments. This steam may contain minerals and other contaminants which can deposit and accumulate on sterilizer chamber walls. Over time, these deposits can cause discoloration, hinder autoclave function, and even contaminate sterilized packs.





# Water Quality Monitoring

## Water Quality Monitoring

To ensure facility water quality is within the accepted ranges outlined by AAMI TIR 34, Belimed Prevent™ water sample monitoring tests for nine critical water characteristics. Water characteristics outside of satisfactory ranges can affect instrument quality, equipment performance, and cleaning outcomes.

### Our Promise

Belimed Prevent arms you with the knowledge needed to understand your water quality and compliance to guidelines. This approach helps ensure that problems related to water quality are addressed in a timely manner or prevented before they occur.

Water quality testing is recommended two to three times a year to monitor water changes that occur seasonally. The water is tested and a customized report is created for facility review. The report includes recommendations to ensure the highest possible water quality compliance.

### The Right Skills

A trained Belimed employee comes to your facility and coordinates collecting and shipping of water samples for detailed laboratory testing.

### The Right Tools

A sample kit for capturing facility cold and hot water and pure water is provided for quick and simple water sample collection with no disruption to your department.

### The Right Solutions

Samples are taken two or three times a year based on your environment and schedule to address changes that occur during different weather conditions.

### The Right Information

A detailed, personalized water quality report is created by a Belimed technical expert. The report provides water characteristic results, recommendations for improvements and consequences if water quality does not improve.



Belimed's water quality testing is based on the AAMI TIR 34 recommendations. Facility water sources are tested for these ten critical water characteristics:

- Total Hardness
- Total Dissolved Solids
- Conductivity
- pH
- Total Alkalinity
- Color and Turbidity
- Chloride
- Iron
- Copper
- Silica

### Report and Results

Water characteristic values are classified and color-coded under three categories:

- Satisfactory
- Satisfactory but Close to Limit
- Needs Improvement

The report concludes with a comments section addressing the facility cold and hot water and pure water results with insights and recommendations.





Technical Training & Education

## Technical Training & Education

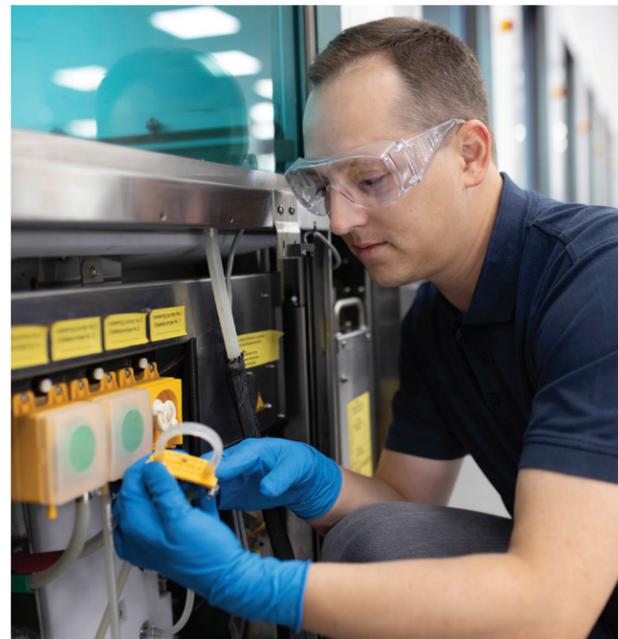
Belimed's goal is to ensure your equipment is properly and regularly maintained and serviced, maximizing your up-time and productivity.



### About the Program

Belimed's two or three day equipment-specific sessions are held at our training center in Charleston, South Carolina. They provide the preparation and knowledge you need to effectively maintain your Belimed washer / disinfectors, sterilizers, and cart washers. With this training, your organization can realize the maximum return on your equipment investment.

Belimed balances instructor-led classroom training with hands-on coaching to strengthen equipment knowledge and troubleshooting skills through actual failure scenarios. The small class size maximizes interaction between instructors and attendees to foster a positive learning experience.



### Program Summary

- Equipment components and theory of operation
- How to use the equipment service mode
- Recommended preventative maintenance procedures
- Using equipment error codes to understand the issue
- Troubleshooting techniques, general and specific to equipment type
- Certificate of training provided upon successful completion of the program

### Tuition and Expenses

Program tuition is priced per person and includes:

- Instructional classroom and hands-on time
- Course materials and Technical Manuals
- Breakfast at hotel and lunch provided on site during seminar dates



# Contact

Belimed Inc. is a leading supplier of medical and surgical instrument sterilization, disinfection, and cleaning products and services.

With 12 Belimed companies throughout Europe, North America and China, Belimed is represented worldwide by a strong network in over 80 countries.

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For more information,  
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