

TECHNICAL SERVICES

MAINTENANCE AND TRAINING PACKAGES



(Valid as of August 2024)

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TECHNICAL SERVICES AND REPAIR

At Fresenius Kabi, technical service is a cornerstone of our MedTech division, ensuring that our advanced medical devices operate at peak performance to support healthcare professionals and patients alike. Our commitment to providing top-tier service is reflected in our repair centre located at our head office in Runcorn.

This modern facility is purpose-built to meet the ever-growing demand for repairs and maintenance of Fresenius Kabi's medical devices.

The centre is equipped to handle a diverse range of technical needs, ensuring that our customers can rely on swift, efficient service. In addition to our dedicated repair center, Fresenius Kabi offers a team of expert Field Service Engineers specialising in the servicing and repair of all Fresenius Kabi devices.

Highly trained and equipped with the latest tools and knowledge, our engineers ensure your medical devices operate efficiently and reliably. Whether you require routine maintenance or urgent repairs, our team is committed to delivering prompt, professional service to support your on-site needs.

CONTACT INFORMATION

Email:
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Phone:
01928 533 614



MAINTENANCE PACKAGES

To ensure the optimal performance and reliability of your Fresenius Kabi devices, our Engineers can provide a comprehensive annual service.

Our expert team ensures that all necessary maintenance, calibration, and functional checks are completed to the highest standards, giving you confidence in the continued safety and efficiency of your equipment.



| INCLUSIVE OF | PPM | FULLY COMP |
|--|-----|------------|
| Decontamination | ✓ | ✓ |
| Replace battery* | ✓ | ✓ |
| Upgrade software* | ✓ | ✓ |
| Calibration and performance verification | ✓ | ✓ |
| Electrical safety check | ✓ | ✓ |
| Service Report | ✓ | ✓ |
| Multiple faults repaired inclusively | | ✓ |

* When required. Any other parts (+ labour to carry out repair) will be quoted prior to replacement.

| COST | | |
|---------------------|----------------------------|----------------------------|
| PRODUCT | PPM | FULLY COMP |
| Agilia SP MC WiFi | Price Available on Request | Price Available on Request |
| Agilia VP MC WiFi | | |
| Agilia SP TIVA WiFi | | |
| Agilia SP PCA WiFi | | |
| Link+ | | |
| MRI Guard | | |

*Prices are charged per device and are exclusive of VAT.

TECHNICAL TRAINING PROGRAMMES

Fresenius Kabi offer training sessions that are designed to equip biomedical engineers with the necessary skills to perform maintenance and calibration on the Fresenius Kabi range of devices. Depending on the training level, participants will learn to carry out these tasks in accordance with Fresenius procedures and specifications, ensuring optimal device performance and compliance with industry standards.

Each course will cover key topics, including:

- **basic use and installation**
- **navigating the technical manual**
- **hands-on technical practice**
- **software use and updates**

The depth of instruction will vary based on the selected device and training level. All necessary equipment will be provided to facilitate practical learning and hands-on experience.

The descriptions of the training levels given are only as an indication and can be changed as deemed necessary.

| Level 1 | Level 2 | Level 3 |
|--|--|--|
| Intended for the user to enable them to carry out, using the technical manual, the basic verification checks. | Intended for a technician to enable them to carry out, using the technical manual, the PM checks. | Intended for a technician to enable them to carry out, using the technical manual, a complete check of the device. |
| <ul style="list-style-type: none">• Basic use and installation of the device• Disassembly and replacement of basic parts• Basic adjustments on the device• Device verification and checking, using the maintenance software | <ul style="list-style-type: none">• Basic use and installation of the device• Replacement of standard parts• Preventative maintenance - adjustment and calibration of sub-assemblies• Testing the device using the maintenance software | <ul style="list-style-type: none">• Basic use and installation of the device• Identification and diagnosis of any failure• Configuration and device checking using the maintenance software• Replacement of all parts• Preventative maintenance - adjustment and calibration of sub-assemblies |

LEVEL OVERVIEW:



| | Level 1 | Level 2 | Level 3 |
|---|---------|---------|---------|
| Basic use and installation of the device | ✓ | ✓ | ✓ |
| Preventative maintenance checks | ✓ | ✓ | ✓ |
| Mains cable replacement | ✓ | ✓ | ✓ |
| Battery replacement | ✓ | ✓ | ✓ |
| Main fuse replacement | ✓ | ✓ | ✓ |
| Battery fuse replacement | ✓ | ✓ | ✓ |
| Device fixing system replacement | ✓ | ✓ | ✓ |
| Main plug replacement | ✓ | ✓ | ✓ |
| Syringe clamp replacement and checking * | ✓ | ✓ | ✓ |
| Drop detector replacement * | ✓ | ✓ | ✓ |
| Housing replacement | | ✓ | ✓ |
| Kits replacement | | ✓ | ✓ |
| Alarm and error messages identification | | ✓ | ✓ |
| Calibration and adjustment | | ✓ | ✓ |
| Configuration of parameters | | ✓ | ✓ |
| Voltage adjustment and checking * | | ✓ | ✓ |
| Mechanical fingers disassembly and greasing * | | ✓ | ✓ |
| Software parameter checking | | ✓ | ✓ |
| EMC board replacement | | | ✓ |
| Software configuration | | | ✓ |

* Dependent on device type

TRAINING CENTRE

Our training can be delivered at our purpose-built facility in Runcorn, designed specifically to support hands-on learning in repair and maintenance. Alternatively, for added convenience, we can conduct the training at your hospital site, allowing your team to learn in a familiar environment while minimising disruptions to daily operations.

Training Centre Address:

Fresenius Kabi, Cestrian Court,
Eastgate Way Manor Park,
Runcorn, WA7 1NT

Number of participants:

Up to 8 participants per session

Course Duration:

Typically 1 day (9 am to 5 pm)*

* Times may vary dependant on
types of devices to be trained on.

COSTS

In the first year of implementation, we offer two technical training courses free of charge. Additional training sessions are available and pricing is available on request.

After the first year of your contract, training is priced as follows:

Training Centre:

PRICE AVAILABLE ON REQUEST

(minimum of 3 participants).

Participants attending training at the Fresenius Kabi head office are responsible for their own accommodation and transport costs.

Hospital Site:

PRICE AVAILABLE ON REQUEST

(for up to 8 participants).

TECHNICAL TRAINING PROGRAMME REGISTRATION

If you are interested in enrolling in a training course for your hospital, please complete the registration form and return it to the email address provided below.

Rob Cully

Training and Projects Manager

01928 533 614

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