

Compliance and Maintenance

AGREEMENT SUMMARY

- Maximize your investment
- Peace of mind
- Compliance and risk management
- Asset management
- Highly skilled technicians
- Speed of delivery
- Australia wide coverage



Quality
enhancement
and cost
efficiency

COMPLIANCE AND MAINTENANCE

Maximize your investment

Improve productivity and maximize the longevity of your equipment

Peace of mind

All areas covered: patient, carer and equipment

Asset management

Know your fleet with our extensive reporting and asset management options

Compliance and risk management

Remove risk with professionally serviced equipment

Highly skilled technicians

Rely on service by fully trained and experienced technicians

Speed of delivery

Fully equipped vehicles Get the job done quickly, the first time

Australia wide coverage

Unparalleled clinical knowledge and service coverage

Flexible packages

Choose the right level of cover for your facility

Introduction

Arjo is a leading global provider of products and systems that contribute to the quality enhancement and cost efficiency within healthcare.

The Arjo **Compliance and Maintenance Agreement** will secure the performance of the customer's equipment, throughout the equipment's lifecycle, meeting Australian compliance standards. The customer has the ability to opt for a combination of the following services that best suits their situation:

- Compliance testing
- Preventative Service and Maintenance
- Reactive Service and Maintenance

For fixed price all-inclusive coverage see the Arjo Contract Offering which will enable accurate budgeting for projected maintenance costs for equipment and reduced financial uncertainty.

Our highly skilled service technicians are equipped to install, service and repair the full Arjo product range as well as other third party equipment.

The product range includes medical beds, patient lifters, therapeutic surfaces, showering and hygiene systems, and other servicing needs.

Compliance and Maintenance

The Arjo Compliance and Maintenance Agreement package includes the nominated preventative maintenance (PM) tasks and nominated preventative maintenance parts designed to minimize equipment breakdown. The intention of the preventative maintenance is to help avoid unexpected expenses by identifying problems before they become actual or critical. Preventative maintenance is highly recommended for all customer assets irrespective of the size and complexity of their equipment.

In addition to performing a PM this care package manages the time interval, ensures the requirement is not forgotten and also provides if available the latest software update

Arjo Price Agreement Options

	Compliance	Preventative 1	Preventative 2	Preventative 3
	Inspection and testing	Preventative and maintenance price agreement		
Agreement Term	Variable	1 years	2 years	3 plus years
Discount Terms	Annual review of pricing and terms	Annual review of pricing and terms	Fixed price	
Labour Rate Discount (reactive service)	List price	List price	Agreed price, fixed for the term of agreement	
Spare Parts Discount	List price, No discounts	5%	10%	15%
Scope of Works	Products receive a full visual inspection, function test.	Comprehensive service and functional tests . Electrical test and tag	Products receive a comprehensive preventative service and tests on all functions (see Agreement for details) Electrical test and tag	
Asset Management	Two reports are provided; <ul style="list-style-type: none">• Items activity detail• Total job summary• No reports??	Two reports are provided; <ul style="list-style-type: none">• Items activity detail• Total job summary	Two reports are provided; <ul style="list-style-type: none">• Items activity detail• Total job summary An assets report is provided for all equipment serviced, outlining any replacements, safety or quality issues	
Servicing meets Australian compliance and quality standards	No, inspection only	Yes	Yes	Yes
Ongoing Maintenance	Arjo inspection only label placed on equipment that has been inspected.	Arjo service label placed on equipment serviced, outlining date of service. Customer will be contacted to schedule next service required.		
Loan swap out unit if required	No	No	Yes	Yes

Discount terms apply to Arjo spare parts only, third party spare parts are not included in above discount terms

Arjo

With people in mind

For further information please contact
1800 00 2756 (ARJO) or email at
aftermarket.au@arjo.com



At Arjo, we are committed to improving the everyday lives of people affected by reduced mobility and age-related health challenges. With products and solutions that ensure ergonomic patient handling, personal hygiene, disinfection, diagnostics, and the effective prevention of pressure ulcers and venous thromboembolism, we help professionals across care environments to continually raise the standard of safe and dignified care. Everything we do, we do with people in mind.

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