



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

Capital Equipment is the foundation of Belimed's Sterile Processing Solutions. It is critical to keep these machines operating at peak performance and maximum uptime so our customers can deliver consistent, high-quality healthcare.

Our field-based organization of Service Technicians and Installers, backed up by our Technical Support staff, are committed to providing expert equipment Installation, timely equipment support, troubleshooting and repairs, and ongoing Preventive Maintenance. As Engineers of Confidence, their goal is to ensure your department can perform efficiently and without interruption.

Belimed provides two types of Belimed Prevent™ Core Service Plans that are tailored to meet your specific needs, whether you utilize Belimed Service, 3rd Party Service, or your own facility Biomedical Engineering team. Select a plan and/or choose additional options from our service add-on menu to deliver more value for your department. Examples include Chamber Cleaning, Equipment Descaling, Water Quality Monitoring, and Digital Services support. Our flexible plans allow you to optimize your department performance at an optimal price.

Utilizing one of our Core Service Plans provides you access to our highly-skilled and experienced service technicians, who are the experts on Belimed equipment. They can quickly identify and resolve the problem 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 utilize In-House Biomedical Engineering, or a 3rd Party Service Provider, we recommend taking advantage of certified technical training classes located at our Charleston, South Carolina training center. Belimed's technical training and support programs play a pivotal role to ensure customer confidence in our equipment performance that can be maintained through your certified service providers. We are your trusted partner for providing the right skills, tools, and solutions for your facility service needs.





Service Options

Core Service Plans

Belimed Prevent™ offers two types of service plans:

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.

SERVICE PLAN OPTIONS	STANDARD	PREMIUM
PM Labor + Parts	✓	✓
Repairs, Labor + Parts		✓

Comprehensive Add-on Services can be combined with a selected Service Plan to meet your department needs.



STANDARD Service Plan

Ideal for facilities to augment their existing emergency support resources. This plan provides Preventative Maintenance support according to customer need. Labor, parts and additional services are charged separately on a per-visit basis. This plan is best suited for customers who have their own certified service support and perform all PM's per OEM recommendation.



PREMIUM Service Plan

Recommended for facilities with critical equipment uptime requirements. This plan provides a cycle-based, tailored schedule of preventative maintenance visits, including labor, parts and repairs. It provides the necessary compliance and maintenance services to maximize regulatory compliance, with insight into budgeting and managing operating costs.



PERFORMANCE PLUS PACKAGE

Comprehensive Add-on Services

For customers looking for the highest performance, our Performance Plus Package combines a Core Service Plan with the following add-on services summarized below:

Block of Time Services Credit

This prepaid credit provides discounted service rates when purchased in advance. It can be part of any core service plan and used for charges outside of your service contract coverage, providing additional fast and effective service resolution when you need it most.

SmartHub Connect Service Support

SmartHub Connect is the on-premise platform that collects data from compatible Belimed equipment and transfers it to an Instrument Tracking System. Users have full transparency of their machine data and a visual dashboard displaying the status of programs and cycles for each machine connected.

Chemistry PM Service (Sink, WD, CS)

Chemistry used in the cleaning process can affect parts used in dispensing and dosing systems. We offer PM Services to check and replace critical components needed for an effective washing system in combination with our equipment.

Guaranteed On-Call Availability

We can make available Service tech resources outside of normal working hours when you select this option. After hours service in the evenings, on weekends and holidays, keeps your department running through any challenge. Labor, parts and repair will be billed appropriately.

Water Quality Monitoring (ST 108) Except Biological

Water is a critical component in the cleaning and disinfection of surgical instruments and devices. The new AAMI ST108 standard provides guidance for the quality levels in your facility. Belimed's Water Quality monitoring service can help you stay compliant with the latest requirements.

- See page 8 for more details.

Chamber Cleaning

Belimed provides Sterilizer Chamber Cleaning as part of our overall solution to maintain your equipment and your department needs. Chamber cleaning ensures your equipment can run at optimal performance.

- See page 10 for more details.

Equipment Descaling

Belimed can provide an automated descaling program in your Washer / Disinfectors using our Belimed Protect® Descaler product. However, when your standard descaling process is not up to the challenge, Belimed has a solution to remove that stubborn scale buildup and residue from the inside chambers of your equipment.

Scale build-up is caused by poor water quality, silica, metals, and ions in the water which is deposited on the chamber surface. Over time this coating can cause residue transfer to instruments and affect equipment efficiency. This service can be used for any Belimed equipment.

Rack and Transport Cart Inspection

This option provides scheduled inspections of Washer and Sterilizer Racks and Transport Carts. Recommendations for repair or replacement will be provided. This service helps proactively prevent problems with your department workflow before they happen.

Certified Technical Training (SC Training Center)

We offer Certified Technical Training classes at our Charleston, South Carolina location. This hands on experience provides an in-depth review of our equipment, how it performs, and how to perform PM's or repair problems that may occur.

- See page 12 for more details.

Water Quality Monitoring

To ensure facility water quality is within the accepted ranges outlined by AAMI ST108, Belimed's water quality monitoring service tests for ten critical water characteristics. Performance outside of satisfactory ranges can affect instrument quality, equipment performance, and cleaning outcomes. Biological testing is not yet available.

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 for both initial and ongoing intervals 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 reduce impact on your equipment and instrument performance, and ensures 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 based on your environment and scheduled intervals 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 ST108 recommendations. Facility water sources are tested for these ten critical water characteristics:

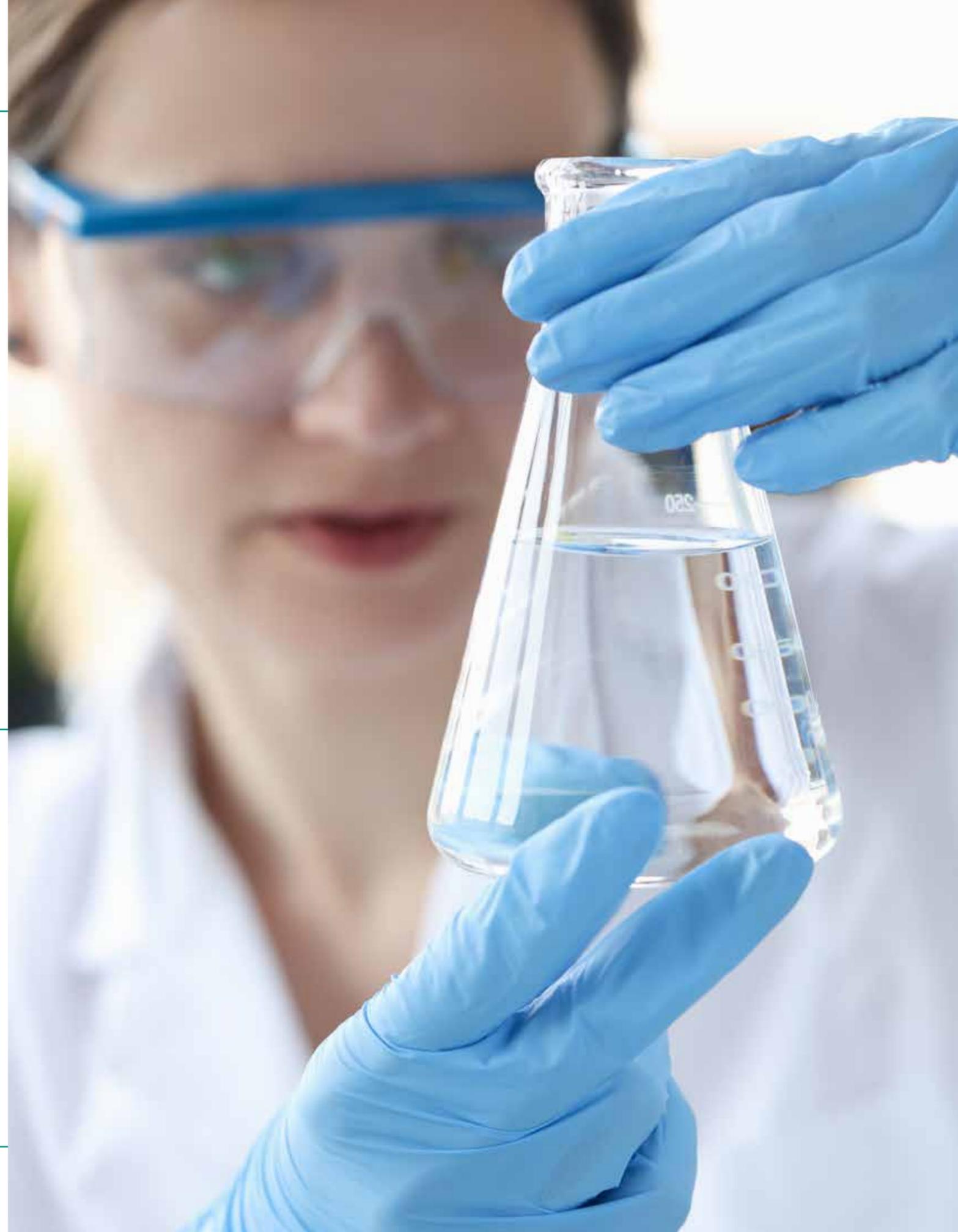
- Total Hardness
- Total Dissolved Solids
- Conductivity
- pH
- Total Alkalinity
- Color and Turbidity
- Chloride
- Iron
- Copper
- Silica

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 recommendations and insights to address facility cold, hot, and pure water results.



Sterilizer Chamber Cleaning

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

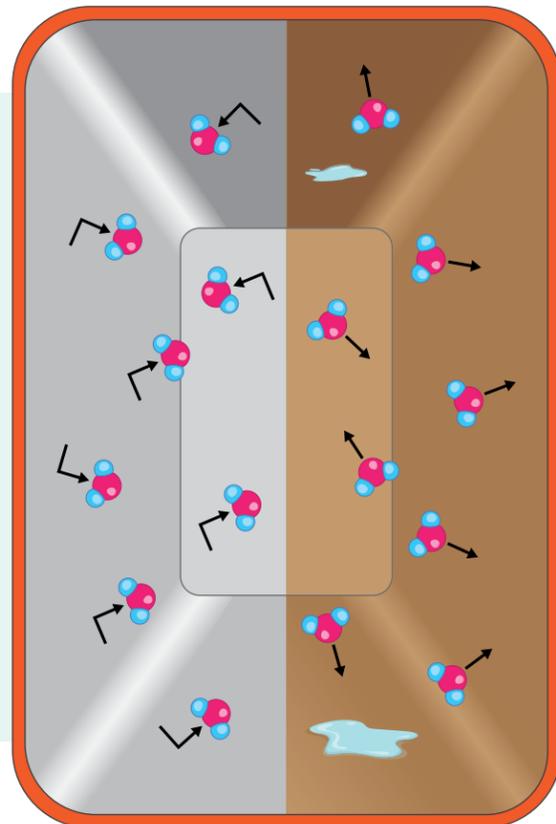
Our modern polishing process is a truly sustainable way to bring your sterilizer chambers back to their original luster. Our process is 100% green and environmentally friendly. We do not use any harsh or caustic chemicals to clean the sterilizer chamber.

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 with 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.



Certified Technical Training

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

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. Certificate of training is provided upon successful completion of the program.



Theory of Operations

An explanation of how the machine operates in normal conditions. A strong foundational understanding is required for identifying system errors and machine faults. Includes a detailed look at process workflows, engineering principles, and other core concepts in order to better understand the “why’s and how’s” of machine operation.

Schematic & Blueprint Reading

The efficient navigation of equipment technical documents is critical for fast and reliable troubleshooting. Each capital equipment course provides the participants with the ability to navigate the various technical schematics associated with each equipment type and how to identify the different components included in each drawing.

System Operations

A comprehensive knowledge of any device begins with an understanding of basic operations. Participants get experience in navigating the various system displays and alter basic machine settings for ideal performance.

Preventative Maintenance

Our courses challenge participants to perform the technical maintenance requirements included in the device’s technical manual. We prioritize hands-on training at our Charleston, South Carolina based training facility. This guarantees that all participants leave with real-world first-hand experience in device maintenance ensuring compliance.

Troubleshooting & Repair

Participants learn how to read and interpret the various error codes associated with device. They are then challenged to diagnose and repair the machine using the skills practiced throughout the course.

Belimed Training Center Program Summary

Belimed’s two or three day equipment-specific sessions are held at our training center in Charleston, South Carolina. Each session provides the knowledge and preparation you need to effectively maintain your Belimed equipment. With this training, your organization can realize the maximum return on your equipment investment.

Tuition and Expenses

- Program tuition is priced per person and includes:
- Instructional classroom and hands-on time
 - Course materials and Technical Manuals
 - Lunch (provided to participants and included in the enrollment cost)
 - A certificate of training upon successful completion of each class





Non-Contract Services

Stand alone service offerings to keep your machines running smoothly

The following services are available even without a Core Service Plan and are highly recommended should you perform your own in-house service or utilize a 3rd party service provider, as they can prevent equipment breakdowns, keeping your department up and running as efficiently as possible.

Preventative Maintenance Kits (PM Kits)

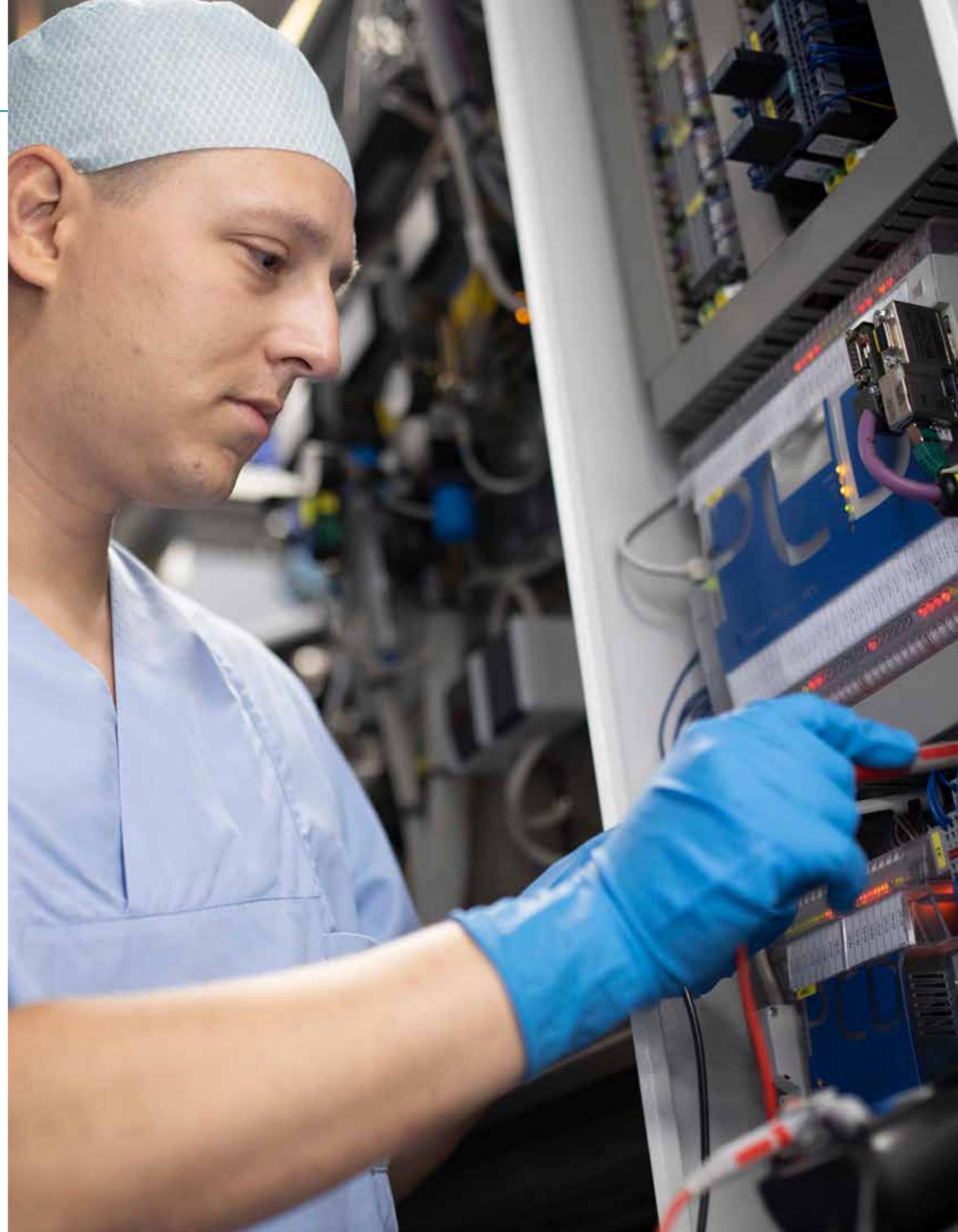
We have developed equipment-specific PM Kits based upon order history analytics to best meet customer needs. Each kit contains the necessary certified spare parts to help facilitate scheduled or corrective maintenance of your Belimed equipment. These packaged kits help simplify and standardize our service offer, enabling significantly faster execution, preventing the possibility of unexpected downtime and high maintenance costs.

If you are not currently taking advantage of one of Belimed's Service Plans, you can request scheduled deliveries for PM Kit packages held in inventory. This means that the service packages required for regular maintenance are always available and meet Belimed maintenance requirements outlined in our manuals. You will benefit from timely availability of the parts your internal or third-party service provider will need and a price advantage for purchasing the service packages.



Wellness Checks

Belimed Wellness checks can be performed on any Belimed equipment in your department. This service provides feedback on potential performance issues, PM requirements or material replacement needs to ensure a smooth running department.



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.

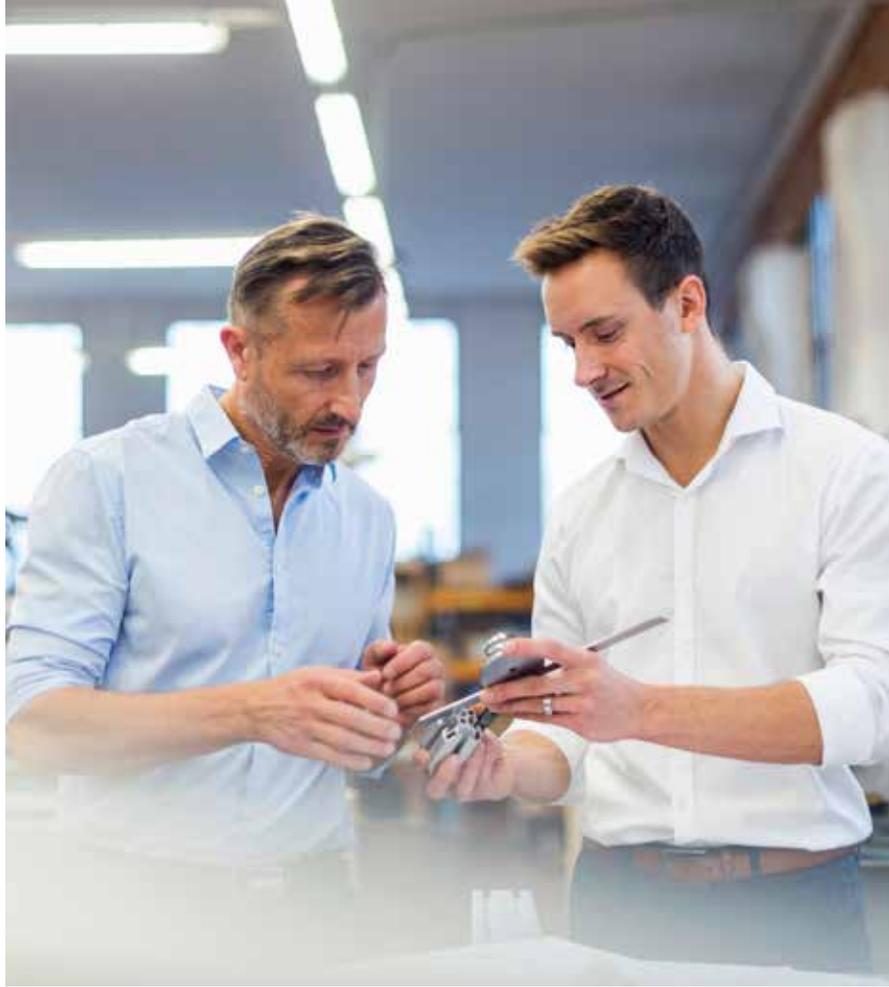
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