



Preventive and Corrective Services

We can't predict the future.
But we can prepare you for it.

Belimed
Infection Control

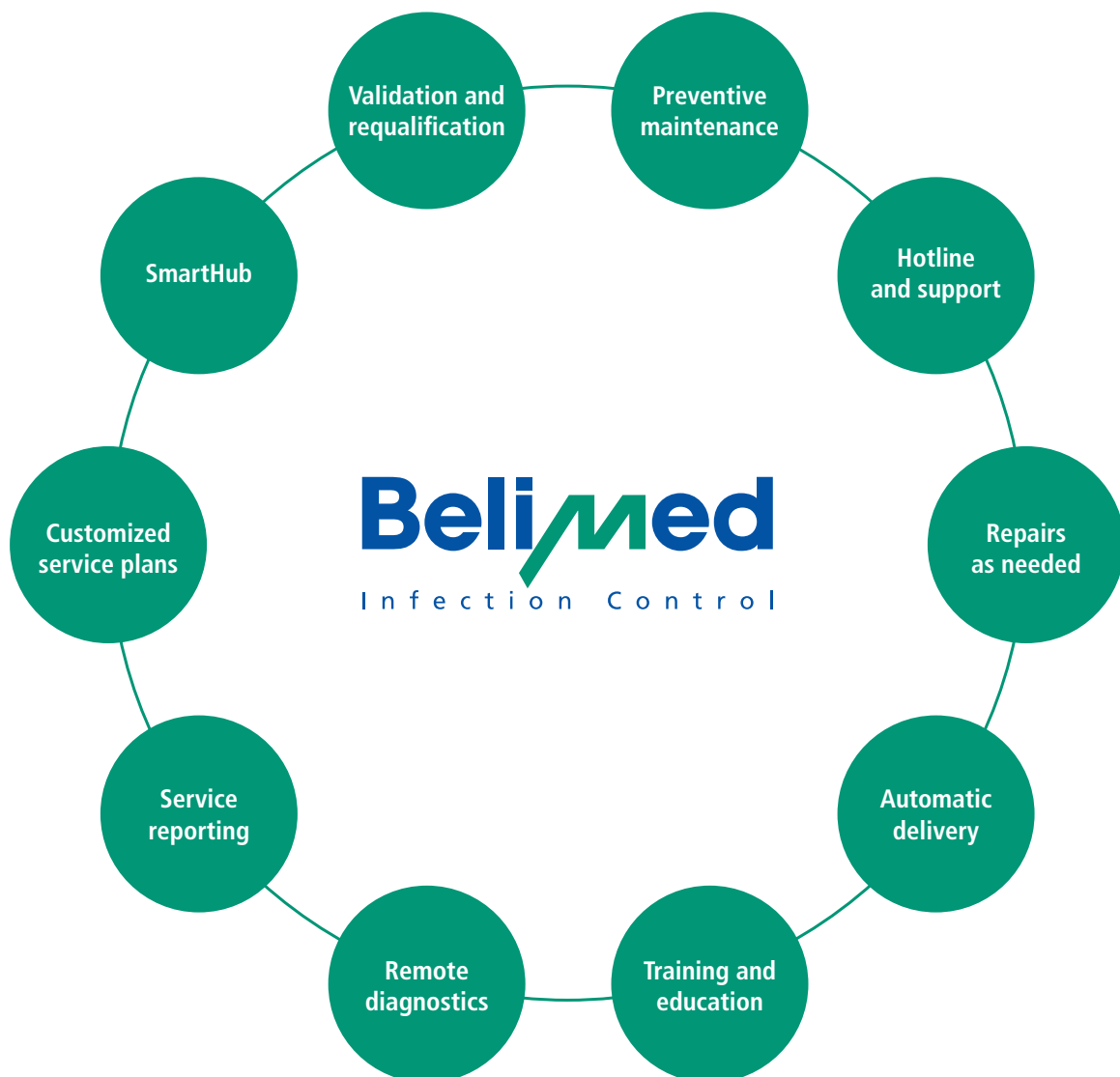
“ Many have experience,
but only a few are experts.”

Our top priority is to ensure the greatest equipment availability

For this challenging job, you can count on us as a partner who understands you and shares your vision of highly efficient and economical reprocessing of medical devices. Regular training with manufacturers and ongoing technical documentation are the only ways to keep service technicians up to date and aware of design changes, solutions to specific problems and software updates. Only the manufacturers can ensure the use of original spare parts and incorporate the experience gained from service operations with various customers for a particular type of equipment into product improvements. This is the best way for Belimed service technicians and authorized service partners to ensure maximum equipment availability and successful equipment validation.

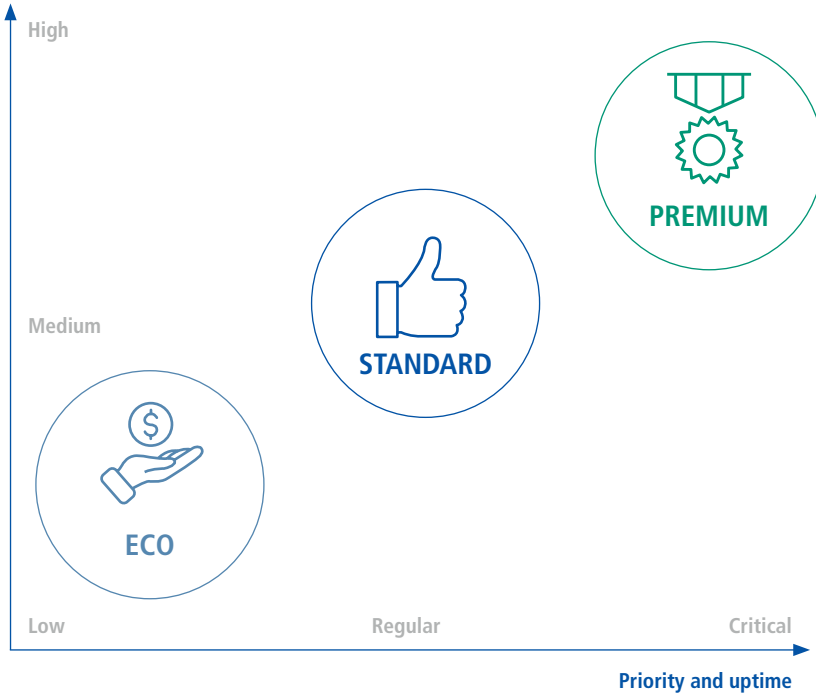
Our services at a glance

Our expertise is important. But your needs are more important. As a result of increasing cost pressure, more reprocessed material is being produced in the Central Sterile Supply Department (CSSD/SPD) in shorter and shorter periods of time, which has to be handled by fewer and fewer personnel. The objective is to combine high work and cost efficiency with the best possible processing quality, while complying with applicable standards and laws. Unexpected equipment downtimes can be reduced to an absolute minimum by providing high quality service.



Belimed Service plans

Machine utilization



Customized service plans

Our service plans are specifically designed to meet the needs of your facility. The goal is to create sustainable added value through our equipment and services.

You can choose from the three Belimed contracts to find the best option for you. From the Eco plan – our Belimed Service combined with the support of our in-house technicians – to the Premium contract, which provides a comprehensive all-inclusive package to suit your needs.

Service portfolio	Service plan		
	ECO	STANDARD	PREMIUM
Preventive maintenance (only labour)	●	●	●
Service packages (service-kits)	○	●	●
Repair (incl. travel expenses, labor and spare parts)	○	○	●
Options			
Training for operators or in-house technicians	+	+	+
SmartHub software maintenance and online support	+	+	+
On-call service outside normal working hours, on weekends and holidays	+	+	+
Media analysis of water and condensate	+	+	+
Microbiological tests	+	+	+
Inspection and repair of racks and transport trolleys	+	+	+
Chamber cleaning and decalcification	+	+	+
Testing of electrical equipment	+	+	+
Preparation and support for pressure tank testing	+	+	+
Validation			
Calibration and adjustment	+	+	+
Validation	+	+	+
Requalification	+	+	+
Routine testing	+	+	+

● Inclusive ○ Non-inclusive/not bookable + bookable

The intelligent and reliable solution for CSSDs

Preventive maintenance

We recommend service intervals, tailored to your needs, and we proactively inform you about appointments. Disruptions are kept to a minimum and service calls can be planned. Your advantages: You benefit from a longer service life for your equipment and better-quality cleaning, disinfection and sterilization processes. Spare parts and working hours are charged transparently according to time and effort.

Hotline and support

Our team is always available to support you in any circumstance. You can easily and conveniently schedule your service by phone, e-mail or through our Belimed Self-Service Portal. We solve your problems in time and efficient matter.

Repairs as needed

We make sure that your equipment is always ready to operate in the best possible way. In the event of breakdowns that require a short-term service call involving a rapid response, we are always committed to ensuring quick equipment availability for you.

Remote diagnostics

Remote diagnostics can further increase the operational readiness of installed equipment, while significantly reducing unexpected equipment idleness. When breakdowns occur, the service technician can use a remote connection to analyze error messages, recommend program changes, or take further steps to resolve them. If an on-site service call is unavoidable, the service technician will then already have valuable information regarding the breakdown.

Validation and requalification

Reprocessing has to ensure that the medical device does not pose a risk of harm to human health during subsequent use. This is inextricably linked to consistent evidence that reprocessing has been carried out using suitable validated processes. Belimed helps you reliably fulfill these legal due diligence requirements and works according to the latest guidelines and directives with customized validation and requalification solutions.

Digitalization with SmartHub

With SmartHub you can keep track of your equipment's performance at any time, live and remotely. The new, user-friendly dashboard and real-time feedback feature help your CSSD/SPD running efficiently, while improved accessibility to Belimed Service and Support reduces equipment downtime and eliminates safety risks. This means an unprecedented level of efficiency, effectiveness and safety for your CSSD/SPD. SmartHub is the gateway to an intelligent CSSD/SPD.

Automatic delivery

We can bring the package to you or send it to you in advance. If you have selected one of our service plans, we can offer you the option of subscribing to the appropriate service packages (spare parts sets) for your equipment. You will benefit from same-day availability of the parts you need and a price advantage for purchasing the service package.

Service reporting

Belimed offers a flexible reporting and consulting concept that's adapted to customer requirements. This gives you full transparency at all times regarding the service provided and the availability of your equipment. It is particularly important to us to discuss our services with you in person.



Innovative service solutions for the future

SmartHub

Digitalize your CSSD with SmartHub

SmartHub is a software solution that ensures that all relevant data is collected and further processed in real time from each Belimed device. The new on-site dashboard shows the duration and progress of cleaning, disinfection or sterilization programs at any time. This gives you full transparency throughout the entire process. Finally, SmartHub is more than just an interface; SmartHub is paving the way to a fully digital CSSD.

SmartHub works like a data hub. It collects data from connected devices and provides the data to an instrument tracking system, either in the form of an easy-to-read PDF file or in a fully transparent on-site dashboard. This dashboard shows the duration and progress of the cleaning and sterilization programs and their process steps.

With SmartHub Orbit, you will also have a complete platform to receive remote support and e-learning assistance. Your employees can use our video material to acquire knowledge and thereby rectify possible equipment breakdowns themselves. SmartHub can also be used to facilitate the orientation of new employees.



SmartHub
Powered by Belimed



Belimed Training Academy

In addition to the video tutorials, Belimed offers your technicians additional in-house training in our Belimed Technical Academy. Belimed's equipment-specific training courses are held at the Belimed Academy in Zug, Switzerland. They provide you with the knowledge you need to effectively maintain first-line services for your Belimed equipment.

The training content consists of theoretical and practical modules. Based on real failure scenarios, training and troubleshooting is provided in real-life practical cases. Small group sizes maximize interaction between instructors and participants to ensure the greatest possible transfer of knowledge.

Service and spare parts packages

Service packages

To facilitate the maintenance of our equipment, we have developed maintenance packages that contain the necessary spare parts for the maintenance of each unit. These sets simplify and standardize our service offer by enabling significantly faster execution.

Automatic delivery

If you don't have a service plan yet, you can subscribe to automatic delivery. We will then schedule deliveries for your service and spare parts packages. This means that the service packages required for maintenance are always in-house, and your in-house operating technician will also have standard spare parts on site for in-house replacements.

Visit us at [belimed.com](https://www.belimed.com)



Belimed is headquartered in Zug, Switzerland. With 10 Belimed companies throughout Europe, North America and China and many authorized partners, Belimed is represented worldwide by a strong network in over 80 countries.

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<https://www.belimed.com/en/about-us/locations>

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Engineers of Confidence.