

The Ultimate in Service & Solutions

The Vernacare Technical Services team is dedicated to providing preventative maintenance solutions for all brands of macerators ensuring continual operation to reduce the risk and implications associated with cross infection whilst providing Cleaner Safer Healthcare.

Vernacare Technical Services nationwide team of engineers carry a full range of macerator parts on their vans and are specially trained in all brands and models of macerators, providing reassurance that work is carried out to the highest standard in a timely fashion ensuring minimum disruption on your wards.

Investment in a state-of-the-art mobile communications and IT system allows Vernacare Technical Services to work with you to assist in reducing your workload, through rapid response, clear communication and improved efficiency of our national engineering team.

Our systems are able to provide periodic reports detailing work carried out. We also have the ability to add engineer comments within your invoices, enabling you to track your assets and their performance.

If required, Vernacare Technical Services will provide training to deliver a basic technical overview for in-house macerator maintenance teams.



Vortex now enabled with auto-start
Contact Vernacare for more information

Your Dedicated Vernacare Technical Services Support Team

Our Technical Sales Specialists are on hand to discuss your service contract needs, please contact our Customer Care Team on **01204 555 988**.

Technical Sales & Service Team
Bill McKnight
National Service Manager

Julie Dickinson
Sales Manager

Jane Jones - **07834 710 755**
UK Macerator & Service Contract Manager

UK Engineering Team
Tony Cox
Graham Pearce
Team Leaders

Customer Service Team
Lesley Coulson
Waveney Gibson
Lindsay Pilling
Janet Murray

Field Service Engineers
Tony Bates
Ewan Cameron
Mark Cavell
Adam Dickinson
Paul Grosvenor
Raymond King
Terry Melia
Kevin Morton
Davey Raybone



"We use the original manufacturer of equipment to maintain it where possible. For our Vernacare Macerators, we always use Vernacare Engineers, if they can't fix it - who can?"

Mark Clifford Engineering Manager
Oxford Radcliffe Hospitals NHS Trust

Accreditations

Constructionline

Vernacare is part of the UK's largest register for pre-qualified contractors and consultants, as part of Constructionline, Vernacare is pre-qualified to both government and Safety Schemes in Procurement standards.

CSCS Cards

All the Vernacare Technical Field Service Engineers carry CSCS cards. The Construction Skills Certification Scheme cards are increasingly demanded as proof of occupational competence by contractors, public and private clients and others.

Investors in People

Investors in People is the UK's leading people management business improvement standard because it delivers improved performance to thousands of organisations.

ROSPA

The Royal Society for the Prevention of Accidents (RoSPA), provides health and safety training and aims to save lives and reduce injuries by promoting safety at work.

SAFEcontractor

SAFEcontractor is a health and safety assessment scheme that is recognised across the UK. Many large organisations use SAFEcontractor to reduce risk and to develop and maintain their approved contractor and service provider.

WRAS

This is the recognised way to demonstrate compliance as it is granted directly by representatives of the water suppliers and is therefore accepted by every water supplier in the UK.

"The Vernacare Technical Service engineering team are quick to respond, always within 48 hours. They carry a comprehensive range of parts to ensure issues are dealt with quickly and appropriately."

Lekh Raj CSL
CARILLION HEALTH

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Vernacare Technical Services

A fresh approach to servicing

Vernacare
cleaner safer healthcare



Cleaner, Safer Healthcare from Vernacare

Vernacare is one of the world's leading infection prevention organisations, providing critical products and services to the Healthcare market for over forty years. During this time we have developed close relationships with the NHS, with 94% of trusts in the UK using the disposable single use system.

The Vernacare brand is synonymous with its unique complete system for safe, hygienic and environmentally friendly disposal of patient bodily waste in hospitals which includes:

- Vortex macerator
- Vernacare disposable pulp products
- Tuffie cleaning and disinfecting wipes
- Senset cleansing foam and patient wipes
- Vernachair commode

Commitment to Quality and Innovation

Vernacare's quality assurance system complies with BS EN ISO 9001:2008 and BSI Kitemark PAS029. The latter includes stringent 5 stage product testing which ensures 100% maceration of Vernacare pulp, to provide free flowing drains avoiding costly blockages.

Vernacare are committed to investing in new products and re-engineering our existing range to provide real benefits for patients, clinicians and estates managers. Through our continuous programme of product development and improvement we work with healthcare professionals to bring new ideas to market.

The Vernacare System



"Our Vernacare service contract gives us a 20% discount on all spare parts, this greatly assists with managing tight budgets whilst ensuring value for money."

Robert Jones iEng MIHEEM Property Services Manager
East and North Hertfordshire NHS Trust

Product Overview

The Vortex macerator has been designed and manufactured for simplicity and ease of use combined with maximum efficiency while minimising infection risk.



**97%
FIRST TIME
FIX RATE!**

Vortex Key

- 1 Self Diagnosing LCD**
Easy to understand display reduces downtime
- 2 Industrial 3 Phase Motor**
A stronger motor to provide complete maceration and prevent blocked drains.
- 3 Invertor Motor Control**
For optimisation of motor performance and economy.
- 4 Manual Emptying Override Switch**
Allows easy draining.
- 5 Unique Twin Blade Action**
Ensures complete maceration to a fine watery slurry avoiding blocked drains.
- 6 Durable Frame**
Creating inner strength and durability to withstand transportation and provide an average lifespan of 10 years.
- 7 Hands Free Opening**
Easy to use, saves nurse time and reduces the risk of cross infection.
- 8 Automatic Anti-Bacterial Deodoriser**
Creates a fresh, clean sluice room environment.

VORTEX

Audits

Macerator and sluice room audits conducted by our territory managers, who produce a detailed report for both the Estates and Infection Control teams, assist with asset management and identification of training, refurbishment or replacement needs.

Asset Management

Alleviating your workload is important to Vernacare Technical Services which is why we can provide you with an asset management service, allowing you to concentrate on other work priorities.

Flexible Payment Arrangements

Vernacare Technical Services understands that when budgets are set there may be allocated spend for defined periods. Therefore to assist you we now offer the option to spread the payments over an agreed time period.

Macerator Installation

Vernacare Technical Services engineers are trained to the highest standard and are the most qualified people to install the Vernacare Vortex macerator.

Spare Parts

All Vernacare Technical Service engineers carry a wide range of genuine Vernacare spare parts enabling our 97% first time fix rate. We also hold comprehensive stocks at our head office in Bolton, offering best in class lead times minimising machine downtime.

Macerator Breakdown Cover

Vernacare Technical Services guarantee a response within 48 hours (2 working days).

Pre-installation Checks

Prior to machine installation we work with you to assess the installation site and ensure the required facilities are available enabling a swift and smooth installation process.

Vortex Macerator Commissioning

To validate the warranty the Vortex macerator must be commissioned by a Vernacare Technical Services engineer.

Macerator Service Contracts

We understand the importance of maintaining macerators to provide you with optimum performance. Regular servicing will keep all components in excellent working condition. This will extend the system life and reduce the risk of breakdown – saving on cost and downtime. The macerator service contract options available from Vernacare ensure there is a service contract to suit your requirements.

What do you get?

- Two annual preventative maintenance visits, including a full service and functional check
- Inspection of all electrical and mechanical components, including the motor, diaphragm, pump and pipe work
- Replacement of Vernacare macerator diaphragm at initial service (except V750)
- Includes supply of Vortex Deodoriser* at both first and second visit (1x5L)
- 20% discount on genuine Vernacare spare parts
- 20% discount on breakdown rates
- Emergency breakdown priority over non-contract customers

Description of equipment type

All makes and models of macerators, including Vortex, V2020, V2000 and V750. Prices vary dependent on machine type and number of machines.
* Vortex model only

Other service contracts are available, please ask your Vernacare Technical Sales Specialist for further details.

"Our Vernacare engineer ensures that the macerators are serviced and repaired quickly to reduce downtime to a minimum"

Philip Brown Estates & Facilities
Nottingham University Hospitals NHS Trust

What does it cost?

Below is an example of how little a Vernacare service contract could cost an average trust:

Number of Vortex macerators: 14
Cost of annual service contract: £273
Total annual cost: £3,822
Monthly payment: £318.50
Monthly payment per macerator: £22.75

Please note: This data is based on internal Vernacare assumptions and is for illustrative purposes only.

