

#whproservice



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ProService



PremiumCare



PremiumCare

The W&H PremiumCare Plans have been developed to ensure optimization of the performance and lifespan of your equipment.

They offer you the confidence of knowing that your W&H product is fully compliant with all current guidelines and is operating at peak performance.

Enjoy peace of mind with W&H PremiumCare.



Quality Guarantee

As a PremiumCare Plan holder, we guarantee you that we will only provide fully qualified factory-trained W&H ProService accredited engineers to service, repair, test or validate your equipment.

In the event of a breakdown, as a PremiumCare Plan holder, W&H guarantee that you will receive priority call out and even the offer of a loan device where applicable*.



Plan Options

With a choice of plan options for your decontamination and surgical equipment, you have the flexibility to choose the plan that best suits your needs.

Select from the standard PremiumCare package which offers the option to add extras as you please or the PremiumCare flex and plus plans, which include fully comprehensive service packages and the required pressure vessel inspection and validation testing at no extra cost.



Premium Care Duration

All PremiumCare Plans run for 3 years and can be renewed throughout the working lifetime of the equipment.

*Specific products only, limited availability

Sterilization PremiumCare

Gives you the flexibility to select a plan that best suits the individual needs of your practice.

The standard PremiumCare package offers a flexible plan allowing you to add optional extras as you please or the **PremiumCare Plus or Flex**** plan, which include fully comprehensive service packages and the required pressure vessel inspection and validation testing at no extra cost.

PremiumCare

Maintenance plan for all W&H sterilizer models, with a maximum limit of 4,000 cycles over the 3 year term*.

PremiumCare Plus & Flex**

A fully comprehensive maintenance plan for all W&H sterilizer models, including PVI certification, unlimited cycles and validation in line with manufacturer's or current HTM 01-05 guidance (model dependent).



*An additional cycle tariff will be levied if the 4,000 cycle limit is exceeded within the 3 year period
** PremiumCare Flex Plans are only available for certain models
*** Only applies to B Type Sterilizers

Services	PremiumCare	PremiumCare Plus & Flex**
All routine service visits for three years	✓	✓
All service parts and scheduled sundries	✓	✓
All breakdown calls	✓	✓
All breakdown parts including labour	✓	✓
All engineer travel in the UK Excluding Highlands, Islands and ferries etc,	✓	✓
Free on-site operator training	✓	✓
Free technical software upgrades	✓	✓
Unlimited Cycles - for the duration of the plan	⬜	✓
PVI Certification - in line with Pressure Systems Safety Regulations 2000:128	⬜	✓
Periodic Test Logbook	⬜	✓
Validation in line with manufacturer's or current HTM 01-05 guidance (model dependent)	✗	✓
Installation and Commissioning in line with current guidelines	✗	✓
Helix Test Kit***	✗	✓
Extra Discount	✗	✓

WDD Thermal Washer

PremiumCare

Gives you the flexibility to select a plan that best suits the individual needs of your practice.

Choose from the standard **PremiumCare** package which offers the flexibility to add optional extras as you please or the **PremiumCare Plus** plan, which includes fully comprehensive service packages and validation testing at no extra cost.

PremiumCare

Maintenance plan for all model WDD Thermal Washers supported by W&H, with a maximum limit of 3,000 hours or 2,400 cycles over the 3 year term*.

PremiumCare Plus

A fully comprehensive maintenance plan for all model WDD Thermal Washers supported by W&H, including unlimited cycles and validation in line with manufacturer's guidance or Current HTM 01-05 guidance.



ProService



Services	PremiumCare	PremiumCare Plus
All routine service visits for three years	✓	✓
All service parts and scheduled sundries	✓	✓
All breakdown calls	✓	✓
All breakdown parts including labour	✓	✓
All engineer travel in the UK Excluding Highlands, Islands and ferries etc,	✓	✓
Free on-site operator training	✓	✓
Free technical software upgrades	✓	✓
Unlimited Cycles - for the duration of the plan	✓	✓
Periodic Test Logbook	✓	✓
Validation in line with manufacturer's and current HTM 01-05 guidance	✗	✓
Installation and Commissioning in line with current guidelines	✗	✓
Extra Discount	✗	✓

✓ Included ✗ Not Included ✓ Optional

*An additional cycle tariff will be levied if the 3,000 hour or 2,400 cycle limit is exceeded within the 3 year period

Surgical PremiumCare

W&H (UK) Ltd recommends regular servicing of your surgical unit(s) and accessories and annual inspection, unless shorter intervals are prescribed by law or local guidelines to ensure efficient, safe functionality.

The inspection must be undertaken by a qualified organization and needs to include the following procedures:

- › Visual inspection for outside damage
- › Measurement of device leakage current
- › Measurement of patient leakage current
- › Visual inspection of internal components and electronic boards
- › Calibration
- › Inspection for the correct fit and perfect tightness of any gaskets

Regular checking of the foot control

- › Visual inspection for outside damage
- › Measurement of enclosure leakage current
- › Functional test with check to make sure that the maximum speed can be reached

Motor with cable

The standard ISO 11498 stipulates a durability of at least 250 sterilization cycles. In the case of the motor with cable from W&H we recommend regular servicing is carried out after 500 sterilization cycles or one year whichever is first.

Returns

- › Refer all questions to an authorized W&H ProService partner
- › Always return equipment in the original packaging
- › Do not coil, twist, or kink the motor cable as this may cause damage to the device



Maintenance plan for W&H surgical units, with their corresponding motor(s), foot control(s), and straight & contra-angle surgical instruments.

Services	Maintenance plan
All routine and scheduled service for three years	
All breakdown parts and labour	
All packaging and freight charges	
Free annual calibration and safety testing	
Free technical up-grades	
Extra Discount	
Additional Motor and Cable	
W&H Straight Surgical Handpiece	
W&H Contra-angle Surgical Handpiece	

PremiumCare Plans do not cover accidental or deliberate damage





W&H (UK) Ltd

6 Stroud Wood Business Centre,
Park Street, St Albans, AL2 2NJ

t +44 (0) 1727 874990

f +44 (0) 1727 874628

technical.uk@wh.com

www.wh.com