

Vitally important questions to ask when reviewing and comparing technical service quotes.



Is the quote to test the equipment?

U-Tech



Provider A



Provider B



Does the quote include servicing the equipment?

U-Tech



Provider A



Provider B



There are a number of unqualified providers that are not able to service medical equipment: all they do is test.

Ask for a quote including the equipment being serviced, otherwise get quotes that include servicing, equipment testing alone is not sufficient and such quotes are very misleading.

Capabilities

| | | | | |
|--------------------------|--|---|--|--|
| Authorised Service Agent | Is the service provider an authorised service agent for the medical devices and the major autoclave brands available in Australia? | U-Tech <input checked="" type="checkbox"/> | Provider A <input type="checkbox"/> | Provider B <input type="checkbox"/> |
| Factory Trained | Can the service provider demonstrate that they are trained by the major manufacturers to service the equipment in your facility | U-Tech <input checked="" type="checkbox"/> | Provider A <input type="checkbox"/> | Provider B <input type="checkbox"/> |
| Repairs | Does the service provider have the capability to carry out repairs to all your medical devices spare parts inventory | U-Tech <input checked="" type="checkbox"/> | Provider A <input type="checkbox"/> | Provider B <input type="checkbox"/> |
| Access to parts | Has the service provider got the resources to keep an extensive inventory of spare parts in stock? | U-Tech <input checked="" type="checkbox"/> | Provider A <input type="checkbox"/> | Provider B <input type="checkbox"/> |
| Loan Equipment | Has the service provider got an extensive holding of loan equipment in a number of states? | U-Tech <input checked="" type="checkbox"/> | Provider A <input type="checkbox"/> | Provider B <input type="checkbox"/> |
| Repair Facilities | Can the service provider provide evidence i.e, photographs of repair facilities? | U-Tech <input checked="" type="checkbox"/> | Provider A <input type="checkbox"/> | Provider B <input type="checkbox"/> |
| All equipment | Does the service provider service all of the equipment used in your medical facility including gas regulators and patient treatment areas? | U-Tech <input checked="" type="checkbox"/> | Provider A <input type="checkbox"/> | Provider B <input type="checkbox"/> |

Asset Management

Does the provider provide a secure cloud based asset management system? [Learn More](#)

U-Tech



Provider A



Provider B



Background

Years In Business

25 years

U-Tech



Provider A



Provider B



ISO9001 2015

Does the service provider hold: ISO9001 2015 Quality Assurance accreditation and vendor accreditation?

U-Tech



Provider A



Provider B



iPro

Does the service provider hold iPRO accreditation?

U-Tech



Provider A



Provider B



Smartek

Does the service provider hold SMARTEK accreditation?

U-Tech



Provider A



Provider B



NATA Standards

Can the service provider demonstrate their own test equipment is calibrated on an annual basis to a NATA traceable standard.

U-Tech



Provider A



Provider B



Associations

Is the service provider a strong supporter of industry associations such as the Society for Medical and Biomedical Engineering Standards

U-Tech



Provider A



Provider B



Insurance

Does the service provider hold Workcover Insurance and specialist Medical Equipment Product & Public Liability insurance with at least \$20 million cover and can provide evidence on request?

U-Tech



Provider A



Provider B



Testimonials

Can the service provider provide written testimonials on request?

U-Tech



Provider A



Provider B

