STERIS Expands OR Support Services

Peace of mind is a valuable commodity in a hectic, highly productive surgical department. It is achieved when scrub sinks, warming cabinets, surgical tables, booms, lighting, and integration technologies work flawlessly all day, every day.

“We are launching SecureCare Services, a portfolio of flexible service plans, to provide a highly adaptable surgical equipment ‘security blanket’ for our customers,” comments Tim Chapman, senior vice president and group president of STERIS’s Healthcare Group.

These new service offerings are designed to support each facility’s individual surgical equipment configurations and maintenance needs. They also include newly enhanced coverage of today’s advanced integration technologies. In addition to STERIS warranty services during the first year of ownership, the SecureCare Service program includes three contract levels; Comprehensive, Labor Only and Scheduled Maintenance.

- Under the Comprehensive plan, all inspection and repair labor and replacement parts are included in the contract.
- For customers who wish to outsource all their labor but are willing to assume the potential costs of replacement parts, the Labor Only plan may be the most appropriate.
- Finally, the Scheduled Maintenance plan is for facilities with biomed professionals who can be the first responder for unexpected issues, but who want the manufacturer to provide regular inspection and scheduled maintenance to assure safe, effective equipment operation.
- There is also a maintenance inspection program available for customers who do not wish to have a service contract but still feel it’s important to have regular equipment performance checks to verify safe and effective operation according to OEM standards.

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