

Service contracts



Benefits of authorized LIN



100%
quality services

ET services



- Safe, functional and comfortable bed
- Peace of mind for patients and relatives



Patient

- Availability of a safe and reliable product
- Effective user support
- Technical assistance on call



Nurse

- Reduced administration
- Clear cost control
- Planned maintenance and interventions



Biomed
Engineer

- Legal, standards and quality compliance
- Maximised product up time
- Potential for reduced whole life cost



Management

Bed and Mattress Perform

The basic precondition for a medical bed or mattress to fulfil its function safely and effectively does not depend solely on manufactured quality, but also on its regular care and maintenance.



Service Contract –
100% Bed & Mattress
Protection

mance Assurance



- An annual contract can be customised to provide a broad scope of services
- A team of experienced, trained and authorised service engineers will be at your disposal.
- Guaranteed manufacturer original spare parts
- Broad range of contracts available
- Installed base condition audits

Example of a bed audit

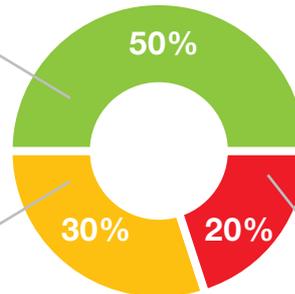
Discover the present condition of all your beds

GREEN BEDS

are fully functional.

YELLOW BEDS

are functional, but require inspection and maintenance.



RED BEDS

require urgent servicing, there is a risk of injury to the patient or staff during use.

INSTALLED BASE AUDIT

- We will draw up a detailed summary of all beds including the serial numbers.
- We will provide information about the present condition of beds in terms of safety, function and mandatory safety and technical checks.
- We will divide your installed base into three main categories based on the audited condition (see above).
- We will recommend the most cost efficient option for optimising the condition of the bed stock.

Types of contracts

The life of the bed will be extended by at least **20%**





5

service contracts

Prevention is always better than cure! With the support of our fully comprehensive 5 star contracts you can have peace of mind that all your maintenance and repair costs are covered.

4

service contracts

We provide an extensive spectrum of maintenance, repair and parts options under the four star banner.

3

service contracts

The planned preventative maintenance only option.

2

service contracts

Providing a quality and cost effective preventative maintenance service within the warranty period.

We will provide a customised service package



Josef Bystrianský

After-sales Service Manager

“ The offer of our services fully covers the service and maintenance needs of beds and mattresses in hospitals and long-term care facilities. Everything for the safe stay of patients and comfortable nursing care. The added value is the significant saving of costs. ”



Types of contracts



A comprehensive
range of service programmes

We offer regular maintenance and a quality service within the scope of various types of agreements. Choose from further options.



Reliable function of beds and saving of costs



Leslie Smith

Managing Director UK

“By entering into and concluding the contract we assume liability for the professional inspection and maintenance of the safe function of beds and mattresses. A great benefit is lower costs associated with compulsory inspections or quick intervention in post-warranty repairs.”

Choose from a range of options

	5 Star	4 Star	3 Star	2 Star
Preventive Maintenance Visit	✓	✓	✓	✓
Priority Call-Out Response	✓	✓		
Emergency Call-Out	✓	✓	✓	✓
Inclusive of Labour (Call-Outs)	✓	✓		
Inclusive of Spare Parts	✓			✓
Inclusive of Electrical Safety Test	✓	✓	✓	✓
48-hour On-site Response	✓	✓	✓	✓
10% Spares Discount		✓	✓	

 **0844 248 1833**

 **info@linet.uk.com**

Future of care

Rapid response service interventions.



Leslie Smith,
Managing
Director UK

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After-sales services

By choosing a LINET bed you benefit from the service offered by LINET. We offer this service anywhere in the world. We are part of a large and stable company with its own development centre and production plants. Our service team will provide you with:

- A warranty service
- A non-warranty service
- Quick and professional repairs
- Safety and technical checks
- Product cleaning and upgrade
- Original spare parts



Smart technologies

- During service interventions we use the latest technology and smart applications.
- iBed diagnostics: Beds are equipped with their own hardware and software for monitoring and assessing various parameters.
- All service data can be made available online.



We are the LINET Group

The LINET Group, with production plants in Germany and the Czech Republic, supplies beds to hospitals and nursing homes worldwide. In Europe it is the biggest producer and supplier of beds and globally is one of the TOP 3 in its field. The LINET GROUP guarantees high bed quality and bed-related services.



 **wissner-**
bossenhoff



Members of LINET Group

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