

# ProServe®

## Manufacturer Servicing for Raizer II

**Ensuring your equipment works as it should is as important to DHG as it is to you.**

This is why DHG offer a wide range of contracted or ad-hoc servicing through ProServe®, our dedicated, ISO 13485 compliant service solution providing technical support from 9 service centres located throughout the UK.

With compliance and safety being an utmost priority, ensuring that your Raizer II is serviced annually is an important commitment. As the original manufacturer of the Raizer II, DHG know how to service the Raizer II best. You can feel confident knowing that DHG will only use genuine manufacturer parts with our manufacturer warranty, maintain compliance to the Medical Devices Regulation (EU 2017/745) via electronic documentation, and ensure that your Raizer II continues to meet the standard set out by the Provision and Use of Working Equipment Regulations 1998 (PUWER).

### **What Does a Raizer Service Package with DHG Include?**

- A full annual service performed by a DHG Technician
- Next day collection on units, with a 7 working day return
- Servicing of additional units available upon request\*
- Decontamination of units
- Detailed service log
- Load test on all units
- Integrity inspection of all internal and external parts
- Replacement of damaged/missing parts
- Provision of a loan unit if repair cannot be carried out

**With annual servicing starting from as low as £160\*\* per unit, enquire with your DHG representative or contact us via:**

**[info@directhealthcaregroup.com](mailto:info@directhealthcaregroup.com)**

**0800 043 0881**

**DHG**

Moving Health Forward

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\*\*Based on on-site servicing of 10+ units. Not including cost of damaged parts replacement.

