

Ingenuity in
infection control
since 1830



Eschmann
Care & Cover.
Unrivalled experience,
expertise & support.

Exclusive to
Eschmann

Service & Support you can trust, peace of mind for you and your patients.

Eschmann Care & Cover gives you peace of mind that your decontamination equipment is fully compliant to HTM01-05 and SDCEP guidance, whilst providing all the technical support you need through our nationwide team of Eschmann engineers.

With no hidden charges, Eschmann Care & Cover includes Manufacturer's Annual Validation & Pressure Vessel Certification (PSSR/PVI) unlimited breakdown cover (including call-outs, parts and labour) as well as annual Enhanced CPD User Training for your staff.

Contact Eschmann on 01903 875787 to learn more about our service offering and next steps.



With no hidden costs, our Care & Cover contract offers the following comprehensive benefits:

-  **Annual Validation & Pressure Vessel Certification**
Eschmann provides dedicated manufacturer's HTM01-05/SDCEP validation (at both installation and annually thereafter) and an annual Pressure Vessel Certification (PSSR/PVI), which is a legal requirement.
-  **Annual Service & Software Upgrade**
As part of Eschmann Care & Cover, we provide scheduled annual validation and maintenance service visits in accordance with HTM01-05/SDCEP guidance, for total compliance. As an Eschmann Service customer you also benefit from the latest software upgrades free of charge.
-  **Unlimited Breakdown Cover**
Unlimited breakdown cover comes as standard when you purchase Eschmann Care & Cover. Our engineers have immediate access to original manufacturer's parts ensuring that should your decontamination equipment breakdown, our team will be there to fix it in the shortest possible time.
-  **Unlimited Eschmann Parts & Labour**
With Eschmann Care & Cover there are no unexpected hidden charges. That's why we do not place a limit or charge for any additional spare parts required and engineer labour or travel costs.
-  **Nationwide On-Site Support**
With a team of over 50 Eschmann engineers nationwide, we are perfectly equipped to provide an unrivalled level of professional support, helping to maintain your decontamination equipment and minimise downtime.
Our engineers exclusively work on Eschmann decontamination equipment and are trained to ensure they have the knowledge and expertise to maintain all our products efficiently and effectively.
-  **Enhanced CPD User Training**
All Eschmann engineers are able to provide Enhanced CPD User Training to your staff. We include this invaluable benefit at no extra cost.
-  **Technical Telephone Support**
In the event of a breakdown, our technical support team have the knowledge and experience to rectify many faults over the phone. Being able to answer customer queries in this way helps to keep your practice running smoothly, minimising downtime and costs.





Do you follow the six steps to compliance?

When it comes to compliance, there are six simple steps that will help ensure that your decontamination equipment is fully compliant to HTM01-05 and SDCEP guidance.

If you answer 'no' to any of the following steps, you may benefit from following our 'Six Steps to Full Compliance' guidance.

To find out more - speak to your Eschmann Engineer, visit www.eschmann.co.uk or call 01903 753322.

Do You Comply?	Yes	No
1: Regular Servicing		
2: Validation & Annual Testing		
3: PSSR Insurance Testing (autoclaves only)		
4: Enhanced CPD User Training		
5: Manufacturer Specific Test Devices		
6: Manufacturer Specific Log Books		

Enhanced CPD Training.

Care & Cover provides your essential training at no extra cost.

Why do I need Enhanced CPD training?

"As part of your registration, the GDC require a minimum amount of 5 hours of Enhanced CPD in decontamination, to be conducted over a five year period".

Care & Cover Enhanced CPD training will...

- ✓ ...provide the education the dental team needs to keep their decontamination skills up to date
- ✓ ...present the necessary information required to safely use and maintain Little Sister decontamination equipment
- ✓ ...provide one free verified CPD training session each year for up to six members of the dental team
- ✓ ...be undertaken at a time that suits; minimising downtime and disruption to your practice
- ✓ ...communicate the knowledge required to pass practice inspections from external bodies i.e. CQC



Why choose Care & Cover training?

"Care & Cover Enhanced CPD training covers all of the essential information required to operate Little Sister decontamination equipment correctly to ensure the safety of you and your patients and to keep your knowledge and skills up to date".

A typical Care & Cover Enhanced CPD course will teach you how to...

- ✓ ...achieve and demonstrate Best Practice decontamination
- ✓ ...understand the entire decontamination and flow process
- ✓ ...use Little Sister equipment in a safe and professional manner
- ✓ ...understand the cycle options and instrument load limitations
- ✓ ...correctly load equipment to ensure effective decontamination
- ✓ ...use the correct validation and test devices
- ✓ ...maintain accurate cycle and process records
- ✓ ...perform daily & weekly User maintenance and testing
- ✓ ... find faults, prevent errors and correct errors

To find out more - speak to your Eschmann Engineer, visit www.eschmann.co.uk or call 01903 753322.

Don't just take our word for it.

Here's what some of our customers had to say about Care & Cover...

“

“The customer service from Eschmann is simply exceptional. Our engineer is always incredibly friendly and provides the team with CPD to ensure that we are all using the systems properly and to their full potential – he is always happy to help!”

Practice Manager

“The customer service we've received from Eschmann over the years has been fantastic as well – the team are happy to help and are always available to solve any queries.”

Head Dental Nurse

“The service from Eschmann has continued to be exemplary. All my contact with Eschmann over the past few months has been very favourable. I've been very pleased so far and would recommend both Eschmann and the Novaerus Air Disinfection unit to colleagues.”

Practice Owner

“Overall, I'd score Eschmann 10s for every solution we have from them. The level of customer service is also fantastic - everyone is so helpful; from the staff we speak to on the phone to the engineers who service our equipment. Eschmann is a great company to work with!”

Principal Dentist

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Purchase your Eschmann consumables & accessories online at eschmann.co.uk.

Never underestimate the importance of technical insight and knowledge. For years we have built our reputation and expertise from around the world in infection control. It means our customers get access to technology and a level of global knowledge, personal support and expertise that others just can't give.

To learn more, please visit us at
www.eschmann.co.uk



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