



**BEACONMEDAES®**

*Part of the Atlas Copco Group*

*Life  
is in the  
details.®*



**Service  
and  
Support**

**Service & Support**



## Field Service

BeaconMedæx has the largest field service force in the industry and has the ability to reach any of the 50 states with the best response times in the industry. Our service specialists are directly employed and factory trained. They possess a vast knowledge of the industry and are able to work on other manufacturer's equipment if needed. BeaconMedæx service specialists have the knowledge, skills and parts to complete the work on the spot. You can rest assured that planned and corrective maintenance can be handled rapidly to maximize equipment uptime. In addition, our factory maintains a large inventory of parts available for quick shipment if required.

## On-Hand Inventory for Faster Service

BeaconMedæx has the nation's largest "on-hand" inventory of medical gas parts. Our service vehicles stock over \$1M worth of parts, so that your repair can be completed on the FIRST visit. Not only do we have a large inventory of parts at our manufacturing facilities available for quick shipment, but we can also offer same day delivery to most metropolitan areas.

## Emergency Rental Equipment

Whether you have a catastrophic failure and need a rental, or you are in the process of replacing old equipment and need temporary backup, we can help. BeaconMedæx has a fleet of rental vacuum pumps and compressors available for emergency use. A customer service representative will be glad to schedule one for you.



## Verification

Increasing amounts of regulation have created the need to develop a compliance management program within healthcare facilities. We have the capabilities to perform NFPA compliance testing as required under state and local legislation.

Call 888.4MEDGAS

# vice & Support

## Medical Gas Equipment Maintenance

A Medical Gas system's components are linked together by the medical pipeline network. Failure of a major component can cause the shut down of important areas of your facility. BeaconMedæx offers practical and economical solutions to help ensure that your source equipment reliability remains at its highest potential. Our Planned Maintenance Programs, in addition to our Corrective Maintenance Services, are designed to help keep your Medical Gas systems in peak operating condition.



## Planned Maintenance

Planned Maintenance (PM) is repair work that is performed on a piece of equipment on a scheduled basis. The schedule is based on best practices and manufacturers' recommendations designed to keep your equipment operating smoothly. Our thorough service may identify needed repairs, which once completed, could prevent an unscheduled shutdown of your equipment. BeaconMedæx offers this service at a flat rate that can be designed to fit your budget – billed per visit, quarterly or yearly. Properly maintained equipment is more reliable, will reduce downtime and will save you money in the long run. BeaconMedæx offers PM contracts for most types of Medical Gas equipment.

## Corrective Maintenance

Corrective Maintenance is repair work that is performed on a piece of equipment to restore it to proper operating condition. This is typically unscheduled work, requested by the customer or person performing planned maintenance. These types of repairs would not be included typically in the PM contract, even though the PM service may be instrumental in identification of the needed repair. BeaconMedæx not only offers competitive labor rates and OEM parts pricing, but stands behind both for 90 days.





### **Complete Service and Support**

We offer the industry's most comprehensive technical support. Whether you need a question answered, your medical gas equipment repaired, or a preventative maintenance program, BeaconMedæS is there for you. Services are generally available during normal business hours. In addition, we offer emergency services 24 hours a day, 7 days a week. Customers are provided with contact information for their primary and secondary service specialists, who will make every reasonable effort to respond by telephone within 2 hours of receiving a message. If an on-site visit is required, the specialist will make every reasonable effort to be on-site within 12 hours. Travel times to remote locations may vary.

BeaconMedæS also has a very knowledgeable technical service department who can assist customers in resolving problems. Engineering support, as well as other factory resources, is available to assist in resolving problems quickly.

Whether you contact your local service specialist directly or contact our after hours emergency phone service, BeaconMedæS will respond to your needs around the clock.

### **Corporate Headquarters**

*Rock Hill, South Carolina*

### **Offices**

- *Staveley, United Kingdom*

### **BeaconMedæS**

*Part of the Atlas Copco Group*  
1800 Overview Drive, Rock Hill, SC 29730  
Tel: 888.4MEDGAS (463.3427)  
[www.beaconmedaes.com](http://www.beaconmedaes.com)