



Service,  
Validation,  
Verification and  
Support



Always listening | Always asking | Always proud | Always a team

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A functioning and compliant critical air system is crucial to the successful operation of the complex hospital and wider healthcare environment, where downtime can be catastrophic for patients and business. A planned preventative maintenance package from MAT FM keeps your system compliant and working as it should, providing a safe environment for patient care and reducing operating costs.

**Patient Protection  
Product Protection  
Operator Protection  
Environmental Protection**



In addition to managing direct contact with end users, we support many other facilities management organisations with delivering critical ventilation service and validation.

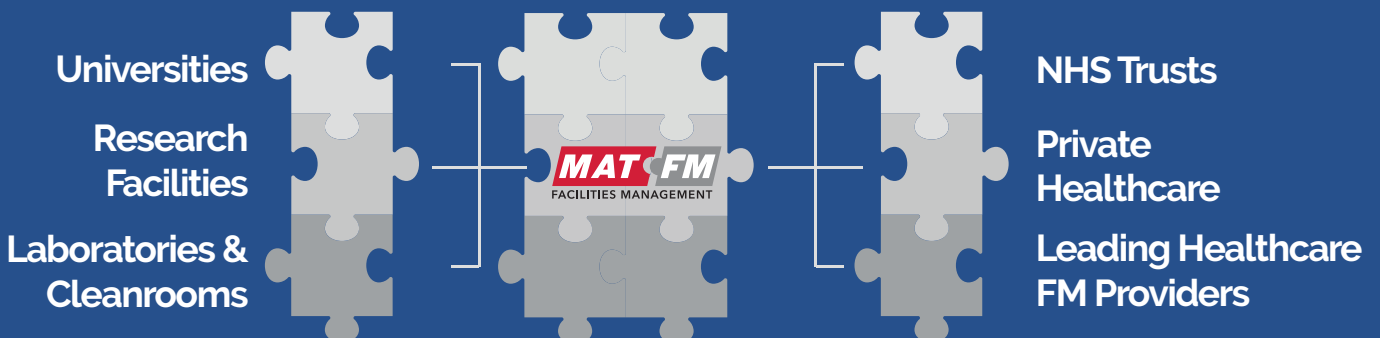
## Understanding our Customers

Keeping your air conditioning system compliant and in peak condition is essential if it is to continue offering the level of protection needed to ensure patient and user safety. MAT FM is proud to work with the NHS and private healthcare companies, FM providers, main contractors, universities and research facilities to ensure their ultraclean ventilation canopies and critical ventilation systems are always functioning at the optimum level.

**We support you with managing the entire lifecycle of your UCV or HVAC system:**

- Performance management
- Improving reliability and performance
- Financial planning and budgeting
- Cost modelling
- PFI life cycle replacement (change-outs)
- Lowering energy usage

## Our Key Customers



We know how important it is that when you make a service call, an engineer is with you as quickly as possible.

Our experienced service team covers the whole of the UK, guaranteeing a fast response to all service calls. Our engineers use the highest quality instruments to take measurements, all regularly calibrated and certificated.

All MAT FM vans carry a stock of basic spares so we can complete repairs on the spot where possible, keeping downtime to an absolute minimum. We have warehouses throughout the UK and Scotland, so can collect additional parts quickly if they are needed.

We carry HEPA filters and pre-filters used by all major UCV canopy manufacturers. As an added service to contract customers, we will also hold dedicated consignment stock of specific parts and components for call off.

- **Rapid response**
- **Nationwide coverage**
- **Experienced engineers**
- **Service & maintenance of any manufacturers' equipment**
- **Calibrated instrumentation**
- **Fully equipped vans**
- **Well-stocked warehouses**



## Supporting Energy Efficiency

“Energy consumption can increase by up to 60% if regular maintenance is not undertaken. Dirty or faulty fans, air ducts and components directly affect system efficiency and will increase running costs and risk of breakdown.”

The Carbon Trust: Hospitals - Healthy Budgets Through Energy Efficiency

# Maintaining Critical Environments

Critical air systems help to break the chain of airborne transmission. However, simply providing clean airflow is not enough; regular verification and testing of ventilation systems is essential in order to identify potential faults as substandard systems, or problems with air filtration, could result in a high level of potentially harmful microbiological organisms being present during medical procedures or drug research and manufacture.



## Our Stakeholders

MAT FM maintains all HTM 03-01, HBN 04-01, ACDP, ISO, EU GMP, COSHH and CIBSE-regulated critical ventilation systems, ensuring:

- Correct airflow rates
- Correct hierarchy of cleanliness
- Adequate pressure differentials between rooms
- Estates & Facilities
- Clinical End Users
- Compliance & Authorising Engineers
- Energy Managers
- Infection Control
- Microbiologists
- Pharmacists



## Planned Preventative Maintenance (PPM)

Whatever critical ventilation system you have installed, MAT FM delivers a cost-effective and assured way of maintaining specialist equipment. Using skilled and experienced engineers ensures work is done right first time, meaning less chance of costly and aggravating delays and subsequent theatre, cleanroom or laboratory downtime.

Our end-to-end service may include an initial consultation, an audit or a health check to evaluate your needs and advise on a solution. We can review your current requirements and equipment, develop an asset register and compile a comprehensive report and recommendations highlighting key action points.

**MAT FM can then provide a full programme of service and support:**

- **Validation and verification:**  
Validation and annual verification of specialised ventilation systems, a requirement of HTM 03-01 relating to the design and testing of hospital ventilation systems for critical areas such as operating theatres, pharmacies and aseptic suites.
- **Servicing:**  
An annual service agreement that protects you and your environment, offering twice yearly verification, compliance testing and certification of all ultraclean systems and containment cabinets, regardless of manufacturer.
- **One-off repairs:**  
Reactive maintenance for essential repairs.
- **Inspection and monitoring:**  
A full inspection and monitoring service of all critical ventilation systems.
- **Scheduled maintenance:**  
A range of planned preventative maintenance service packages designed to give you the ultimate peace of mind.



## Flexible Options, Designed Around You

A service package from MAT FM, designed around your specific needs, is the ultimate way to keep your critical ventilation functioning as it should. It also gives you the reassurance of knowing that all work will be delivered by a company with a thorough understanding of critical air systems and relevant standards, from design and installation through to specialist maintenance.

As well as facilitating the best possible patient care, making sure your system is looked after properly ensures:

- Fewer operations cancelled, saving time and improving patient care
- Reduced life-cycle costs, so you get the most out of your investment
- Improved cost and energy efficiency, helping you to meet targets
- Less frustration caused by faulty equipment



## Service Packages

We also offer loyalty discounts for long-standing customers

### 1-Year package

- 6 and/or 12 month visits

### 3-Year package

- 24/7 support
- 6 and/or 12 month visits

### 5-Year package

- 24/7 support
- Full life-cycle spares
- Replacement consumables
- 6 and/or 12 month visits

Critical Vent Room



Multiple Critical Vent Room



Multiple Critical Vent Areas



Multiple Site Agreement



National Agreement



Loyalty Time Served Bonus



## Service Bundles

- Discount for handling several hospitals in the NHS Trust or private healthcare group
- Fixed price on parts
- Discount on remedial work not covered by the service agreement
- More repairs carried out on the spot, as we will hold a stock of your parts at our warehouses
- Tailored reports
- Annual, bi-annual or quarterly face-to-face customer appraisal meetings

## Why Choose MAT FM?

### Working in Partnership with Customers

As an established and trusted supplier of FM solutions, we work closely with you to deliver:

- Knowledge and expertise – we understand critical ventilation systems because we design and install them
- Flexibility - we maintain UCV canopies provided by any supplier but can also handle all your containment laboratory and aseptic suite requirements
- Reduced life-cycle costs – we will help you get the most out of your equipment, supporting you as you manage tight budgets
- Bespoke service solutions – our tailored packages mean you get the level of service you need



### Engineering Expertise

We are proud of the dedication and professionalism our engineers bring to every job they attend:

- Regular training ensures our engineers are up to date with the latest technology and regulatory requirements
- All engineers have CSCS cards, are registered members of the RESET and WHO ARE YOU schemes, and have gone through the enhanced DBS checks for adult and child hospital locations
- All clients receive an image and brief CV of the engineer attending their service call

Full information on all our engineers is available on our website



[www.medicalairtechnology.com/service\\_engineers](http://www.medicalairtechnology.com/service_engineers)



## Outstanding Service

Our dedicated customer support team ensures you get the outstanding service you expect from us:

- 24 hour telephone support means all calls are dealt with promptly
- We make sure clients receive the right engineer for the job, as quickly as possible
- We will call you to make sure you are prepared for our engineers
- Our engineers arrive on site fully briefed and equipped, ready to start work
- All customers are invited to complete Customer Satisfaction surveys
- If required, we can provide references from our many satisfied clients

“

The team from MAT FM gave us excellent service again this year, performing their role in a very respectful and professional manner.

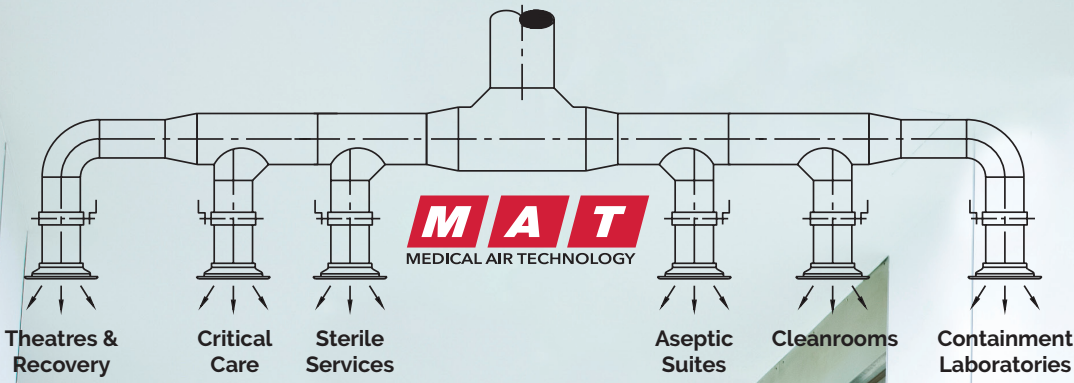
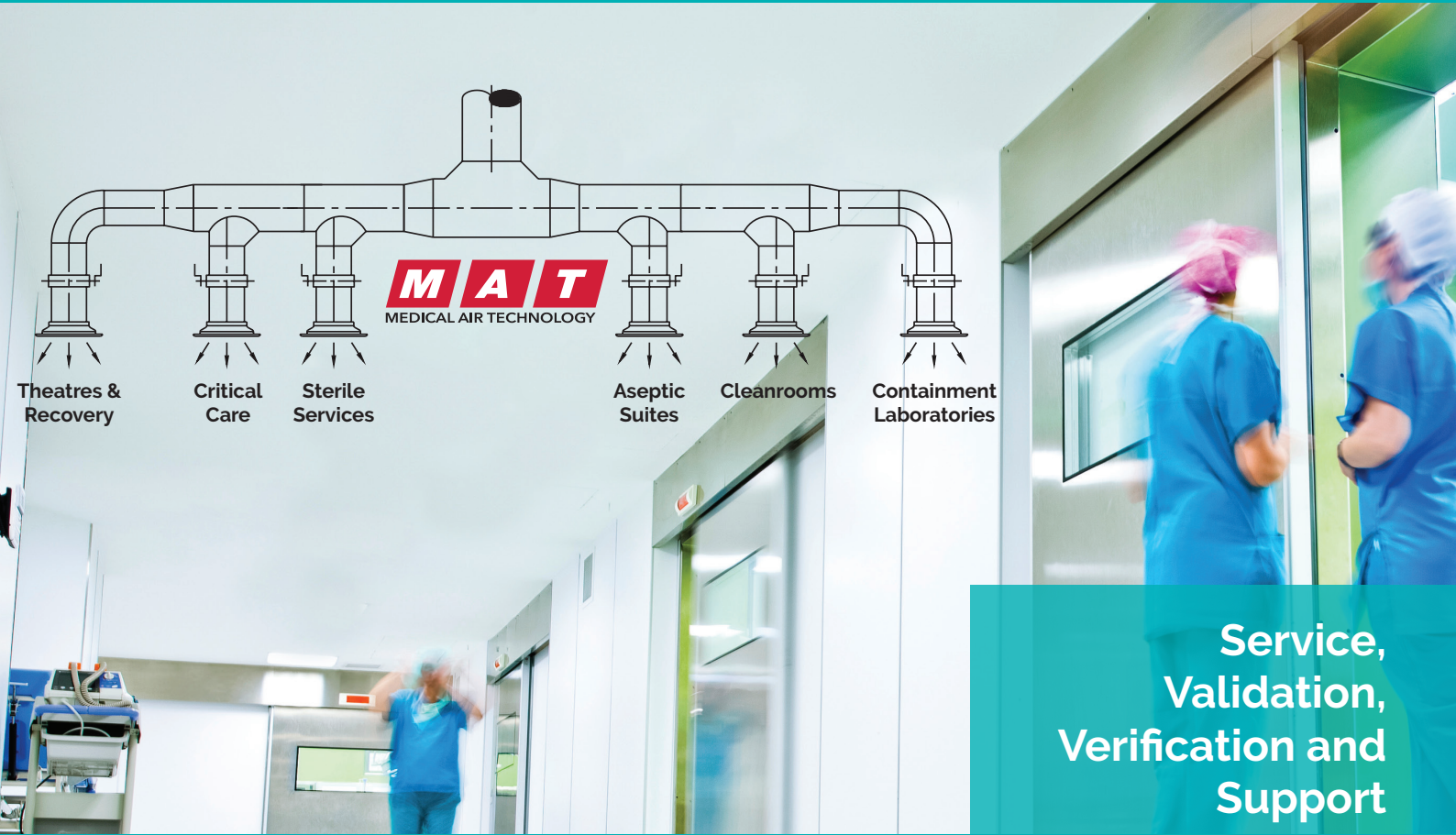
I want to thank them particularly for appreciating the patients' and families' experience on the unit – your engineers noticed the air vents were

causing disturbance and adapted them to reduce the noise; this displays their commitment to providing us with an excellent service and we are very grateful to them.

”

**Karen Wall: Senior Sister, Ward 3 Children's HSCT Unit, Great North Children's Hospital**





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