

"... head and shoulders
above the rest"
Quote from recent NHS Survey



don whitley
scientific
excellence in microbiology

Service & Accreditation



Offering nationwide service cover provided by our highly trained engineers carrying extensive stocks of spare parts

Calibration and validation of autoclaves, media preparators, and time/temperature controlled processes to the requirements of UKAS

We understand that making suitable provision for the after-sales care of your capital equipment is almost as important to you as the original purchase decision.

We operate a team of highly-experienced staff who respond promptly to your servicing or repair requirements.

As an Investors in People company, with UKAS laboratory accreditation and BS EN ISO 9001:2000 approval we can provide you with a comprehensive and high quality service ensuring the efficient operation of your laboratory at all times.

Anaerobic Workstations

Autoclaves

Colony Counters

Gravimetric Diluters

Media Preparators

Microaerobic Workstations

Monitoring Systems

Pourer / Stackers

Spiral Platers

Stomachers and Blenders

Vacuum Sources



INVESTOR IN PEOPLE



FM 32849



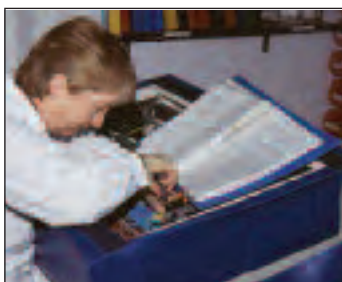
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www.dwscientific.co.uk

The benefits of our service cover



All Don Whitley Scientific products are designed and constructed to the highest standards. To ensure continuous and reliable operation, planned maintenance and regular servicing is the best approach. The most cost-effective solution is to purchase our all-inclusive maintenance contract.



Whitley Maintenance Contract

- High priority response to breakdowns
- Priority service telephone line
- Two visits for planned maintenance each year
- No additional charges for breakdown visits
- No extra charge for parts and labour
- No extra charge for engineers' time or travel expenses
- Seven-day cover

The Whitley Maintenance Contract covers all call-out charges, parts and labour. This represents excellent value for money and, with a fixed amount to pay each year, there are no unforeseen expenses. The cost per instrument reduces if you qualify for our multiple product discount.

Justification of the cost of servicing is generally best considered at the cost per test level where the cost of service cover adds only fractions of a penny to the cost per test. However, if a piece of crucial equipment malfunctions, the cost per test will rise significantly if you need to revert to manual methods.

Because we operate a policy of continuous product improvement, all upgrades and modifications are performed during the two scheduled maintenance visits we make each year.

At Don Whitley Scientific we understand the need to protect your investment by offering an excellent level of service cover, led by a team of highly-experienced mobile service engineers, operating within BS EN ISO 9001:2000 quality accreditation.

Don Whitley Scientific is the approved exclusive distributor for Synoptics, AES Laboratoire and Systec equipment. Under the terms of our agreements with these companies, all our service personnel are given extensive factory-based training to ensure their knowledge of these products is as comprehensive as it is for our own equipment.

Our Service Manager, Customer Service Manager and product development engineers have over 100 years of combined experience in providing service, maintenance and fault finding on our equipment.

In addition, our Service Administrator has more than twelve years' experience of product support at Don Whitley Scientific.

This exceptional level of knowledge and experience ensures all service issues are handled quickly and efficiently.

" . . . we have dealt extensively with Don Whitley Scientific for many years and have several pieces of their equipment. The quality of service we receive is excellent. The administrative and engineering staff are always helpful and obliging."

Darren Furniss, The University of Nottingham

"DWS has been the preferred supplier of equipment for our microbiology laboratories for a number of years. We know we can rely on the quality of their products and speedy and efficient service and breakdown cover. They constantly stay ahead of the competition through innovation and service excellence."

Sam Tidball, ALcontrol Laboratories

Exclusive distributorships



In the most recent NHS survey, the overwhelming majority of respondents were either EXTREMELY or VERY satisfied with the repairs and maintenance carried out by our service engineers.

Additionally, over 95% were either EXTREMELY or VERY satisfied that the service engineer took care to minimise disruption to normal laboratory activity.

When asked "How does [DWS] service compare with suppliers providing a similar service?" two replies are typical –

"It is better: that is one of the reasons we purchased our new equipment from DWS."

"This is the smoothest maintenance contract currently running!"

Calibration and Validation



Dr Mike Scruton
Accreditation Supervisor



Our recently acquired UKAS accredited facility, Wiltshire Medical and Scientific Services, provides a site calibration/validation service for heat sterilization equipment and temperature controlled processes.

This service is aimed primarily at laboratory-based organisations which have a need to submit to Health and Safety Executive (HSE) scrutiny or inspection by Quality Accreditation organisations.

Wiltshire Medical and Scientific Services also provides technical and operational advice to laboratory or facility management.

Expert advice is given for the removal of micro-organisms by the use and control of existing equipment or for the procurement, commissioning and validation of new autoclaves and preparators. Advice on safety and quality guidelines and directives can also be provided.

Installation, Operational and Performance Qualification (IQOQPQ)

DWS offers a comprehensive IQOQPQ service. Our customers usually have their own preferences for this type of documentation and validation – and generally require suitable data for their own specialists to use as they compile test procedures and create other documentation. DWS engineers, scientists and designers are then commissioned to review and amend such materials as necessary.

We also prepare and supply standard documentation, protocols and procedures if requested.

A number of options are available with prices on application.

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