



DELIVERING LEADING INNOVATIONS

# SERVICE AND MAINTENANCE



## WHO ARE WE?

Founded in 1967, SHJ is a leading supplier of medical gas pipeline systems (MGPS) and a market leader in remote monitoring and energy-saving technologies. We have been trusted by NHS and private sector healthcare providers across the UK for over 50 years.

We help our customers deliver a high-quality, reliable medical gas supply to their patients and meet their commitments to prove compliance with statutory requirements.



## CUSTOMER SERVICE GUARANTEE

We put our customers' needs first, offering nationwide coverage 24 hours a day, 7 days a week, 365 days a year. We will be on site within 4 hours of your call.

All our engineers are directly employed by us and fully trained to Competent Person (MGPS) level, with some trained to Authorised Person and Quality Controller level.



## WHAT MAKES SHJ DIFFERENT?

- ✓ SHJ has been serving the UK healthcare industry since 1967. We are committed to building strong, long-term relationships with our customers.
- ✓ Our engineers are experts in their field. Directly employed by SHJ, some have been with us for many years. They pride themselves on building a deep understanding of your site and MGPS to provide a superior level of service.
- ✓ SHJ only uses the highest quality medical gas plant and equipment. You can rely on our products now and far into the future, and this enhanced reliability gives our customers great value for money.
- ✓ Our confidence in our plant is reflected in our long warranty length. We offer a 5 year 'no quibble' guarantee on all SHJ-branded equipment.
- ✓ SHJ offers a faster speed of supply than many of our competitors, meaning we can get your MGPS up and running quickly and efficiently.
- ✓ Our market-leading customer portal K'nect puts all plant management data at the customer's fingertips for easy reference 24 hours a day, making proving compliance with statutory requirements quick and simple.
- ✓ We invest heavily in R&D to remain at the forefront of our industry. Our innovative technology products, particularly in the AI-driven field of preventative monitoring, predictive maintenance and energy saving, allow earlier attention to and remote fixing of faults before they cause equipment failure. Remote monitoring and maintenance not only help prevent clinical problems, but also save the cost, inconvenience and delay of waiting for an engineer to make a site visit.
- ✓ Short on space? Ask us about our unique containerised medical gas plant rooms, which offer hospitals a quick, flexible solution to their MGPS needs and an economical alternative to commissioning new building work.

## OUR CUSTOMERS

We have installed and maintained Medical Gas Pipeline Systems at more than 130 sites across the UK. Some of our customers have been with us since we began the business over 50 years ago. Our customers include:



Royal Brompton & Harefield  
NHS Foundation Trust



Imperial College Healthcare  
NHS Trust



East Sussex Healthcare  
NHS Trust



Doncaster and  
Bassetlaw Hospitals  
NHS Foundation Trust



Health Group



Buckinghamshire Healthcare  
NHS Trust

Chelsea and Westminster Hospital  
NHS Foundation Trust



Barts Health  
NHS Trust



The Hillingdon Hospitals  
NHS Foundation Trust



East Suffolk and  
North Essex  
NHS Foundation Trust



Cambridge  
University Hospitals  
NHS Foundation Trust



Oxford University Hospitals  
NHS Foundation Trust

*The* ROYAL MARSDEN  
NHS Foundation Trust



The Newcastle upon Tyne Hospitals  
NHS Foundation Trust



Royal Berkshire  
NHS Foundation Trust

# SERVICING

Any customer who has an MGPS installed at their site is required to have it maintained at all times. A failure in any component of an MGPS means that critical areas of a hospital can shut down.



It is therefore crucial to engage a reputable, reliable company to maintain your MGPS. SHJ has over 50 years' experience providing a full range of maintenance services, including fully-inclusive planned preventative and reactive options, to keep our customers' MGPS operating at optimum levels.

## Planned Preventative Maintenance (PPM)

Our quarterly, bi-annual and yearly PPM programmes are based upon best practice and manufacturers' recommendations and cover whole systems, not just individual pieces of equipment.

Our PPM programmes are tailored to suit our customers' exact needs and include examination, testing and checking of medical gas plant, pipework, manifolds, valves, terminal units, fittings and alarm systems. Once completed, we correct any faults and issue a complete report.

## Plant Servicing

Plant servicing extends from routine care and checks in line with manufacturers' recommended service intervals, to a complete strip down, rebuild, commission and testing service.

We hold an extensive range of plant associated with MGPS, and only use genuine original equipment manufacturer spare parts and consumables.

We can also provide forecasted plant replacement schedules from condition summaries and data logging statistics, so Estate Managers can feel confident that our recommendations are based on practical considerations.

## Emergencies



SHJ provides an emergency on call service 24 hours a day, 7 days a week, 365 days a year. Our guaranteed call-out response time is within 4 hours of a call being received.

## Plant Hire

Whether our customers need to hire plant temporarily, on a semi-permanent basis or in an emergency, we can help.

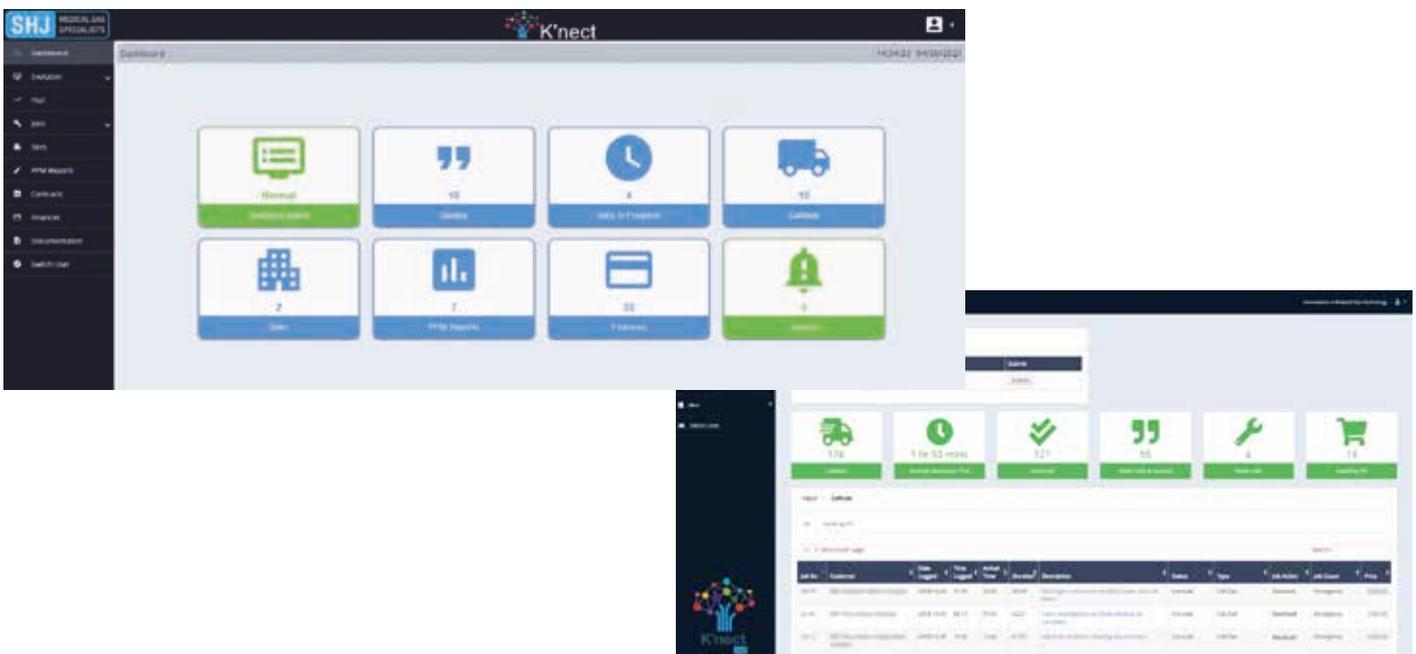
In an emergency we can deliver, connect, and get the replacement plant into service within hours of receiving a call.

Whilst in use, we take care of the maintenance of the plant following industry practice and in accordance with the manufacturer's recommendations.

## K'NECT PORTAL

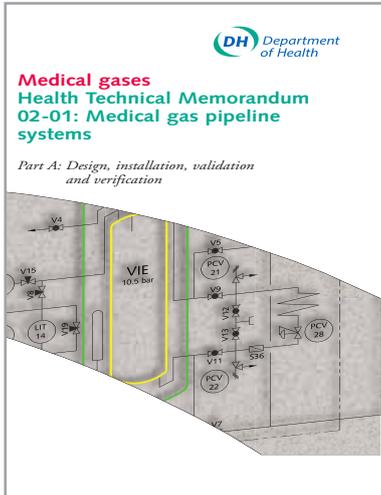


K'nect holds all your medical gas data in one convenient web-based system, allowing real-time plant and alarm monitoring site-by-site from any device, 24 hours a day, 7 days a week. Now all the information you need to manage your MGPS and prove compliance is at your fingertips.



# HIGHLY TRAINED ENGINEERS

Our service engineers are all trained Competent Persons (MGPS). They meet all our customers' maintenance needs in accordance with the requirements of HTM 02-01. They have fully stocked vans with a wide range of spare parts and are able to service medical gas systems from all the leading manufacturers.



The engineers are supported by a dedicated spare parts department housing a range of medical gas spare parts and plant, as well as temporary plant hire facilities.

Our strong nationwide backbone of engineers means that we are able to meet your emergency call out requirements, however exacting these may be. The combination of experience and high stock levels ensures that our first-fix rates are high.



# ACCREDITATIONS

Our standards comply fully with the requirements of the Health Technical Memorandum 02-01: Medical Gas Pipeline Systems.



We are a Company Affiliate Member with the Institute of Healthcare Engineering and Estate Management (IHEEM).

We hold SafeContractor and CHAS accreditation and are Constructionline Silver Members.

We hold BSI Certificate No: FM10617 and operate a quality management system which complies with the requirements of ISO 9001:2015.

Our engineers undergo continuous in-house product training, verified by our Reset membership.

We also have Cyber Essentials Certification.

We are Awarded Suppliers for both the NHS London Procurement Partnership and the NHS North of England Commercial Procurement Collaborative



**NHS London Procurement Partnership**

Building, Engineering and Maintenance Services Dynamic Purchasing System



**Estates Maintenance & Engineering Services**

## TESTIMONIALS

“We have a very good working partnership with SHJ that’s been developed over a considerable period of time. They are almost part of the furniture, and add real value to what we do on medical gases”

**Shane King**  
**Head of Estates Operations, Imperial College Healthcare NHS Trust**

“We have been a customer for SHJ for just over a year. They are carrying out the medical gas PPM to a high standard, and always go above expectations to aid in compliance. SHJ have also installed a new air and vacuum plant, which was completed on a tight schedule, and accommodated complex shutdowns to meet the needs of the hospital”

**James Hutchinson**  
**Estates Manager, Doncaster Royal Infirmary**

“Having worked with SHJ for over 20 years in my capacity as an Authorised Person (MGPS), I would like to take this opportunity to say how innovative they have been in their design and installation works. Their staff have always been outstanding and go above and beyond when attending to emergencies.

On at least one occasion when their on-call staff were busy attending to other emergencies at other hospitals, their Managing Director attended my site to sort my emergency. I would have no hesitation in recommending this company to any NHS organisation or private healthcare company”

**Ron Bryant**  
**ETA Projects**

“I have worked with SHJ for more than 20 years, and they have never failed to deliver every project on time and to budget. The quality of workmanship and expertise is second to none. They always add vital detail to design, and long term viability to an installation. Their strategic approach to each project is an example to others”

**Ian Svenson C.Eng., B.Eng., M CIBSE**

“SHJ took on a complicated scheme that combined last minute instructions with a tight time scale. They rose to the extreme challenge, and accomplished it in their customary professional manner”

**Wycombe Hospital**