



DELIVERING LEADING INNOVATIONS

SERVICE AND MAINTENANCE



OUR CUSTOMERS

We install and maintain Medical Gas Pipeline Systems at over 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:



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.

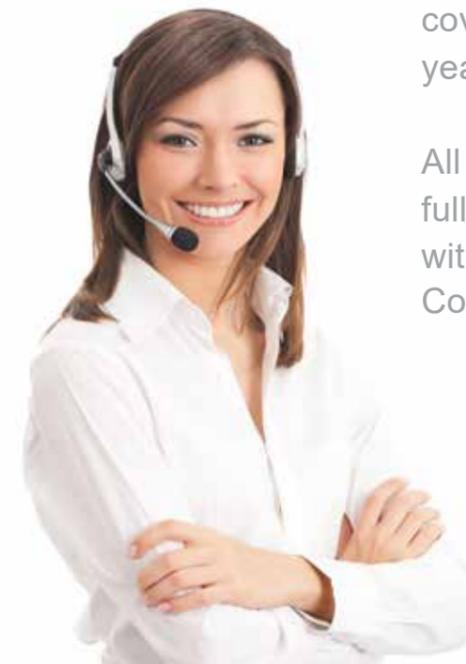
We help our customers deliver a high-quality, reliable medical gas supply to their patients and meet their commitments to prove compliance with statutory requirements.



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. They are all DBS-checked.



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.



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 which is viewable on our online portal K'nect from any device 24 hours a day, 7 days a week.

Plant Servicing

Plant servicing extends from routine care and checks in line with manufacturers' recommended service intervals, to a complete strip down and rebuild. We can also provide forecasted plant replacement schedules from condition summaries and data logging statistics.

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

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 (to site) is within 4 hours of a call being received.

It's not just our customers we help. We provide emergency support to any hospital based on need.

We hold substantial stock of components and spare parts for all medical gas system manufacturers, including compressors, driers, controllers and AGSS, meaning that we can usually repair or replace faulty equipment very quickly.

Plant Hire



Whether our customers need to hire plant temporarily or on a semi-permanent basis we can help. In an emergency we can deliver, connect and get the replacement plant into service within hours of 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.

CUTTING-EDGE INNOVATIONS

Evolution - medical gas alarm monitoring

Any alarm system used by the customer can be managed using SHJ's innovative Evolution technology, which offers a remote, multi-site monitoring and alert service 24 hours a day, 7 days a week.



Empower and Emanate - intelligent plant control

SHJ is harnessing the power of 21st century communications technologies to develop AI-driven techniques of medical gas plant control. Real-time diagnostics using big data analysis allow for ever-smarter predictive maintenance and energy saving measures, vastly increasing a system's productivity and efficiency.



FLO₂ - oxygen flow rate and line pressure monitoring and alerting 24 x 7

FLO₂ monitors the flow meters on your oxygen pipelines and displays flow rates and line pressure instantly in K'nect. You'll be alerted by email and text when oxygen supplies are approaching maximum capacity so that you can respond quickly.



Web-based medical gas data management portal Real-time plant and alarm monitoring 24 hours a day, 7 days a week Any device, any time, anywhere

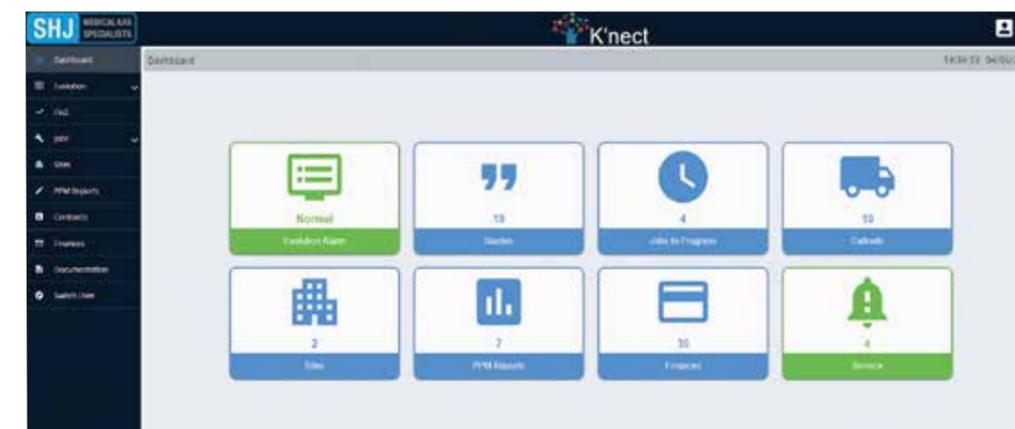
K'nect holds all your medical gas data in one convenient cloud-based system. Now all the information you need to manage your MGPS and prove compliance is at your fingertips.

K'nect is the first and most advanced data portal in the medical gas industry. Fully bespoke for each customer, it is tailored to your specific MGPS and site configuration. The encrypted data is available 24 hours a day from any browser and helps you prove compliance with statutory regulations quickly and easily.

Documentation

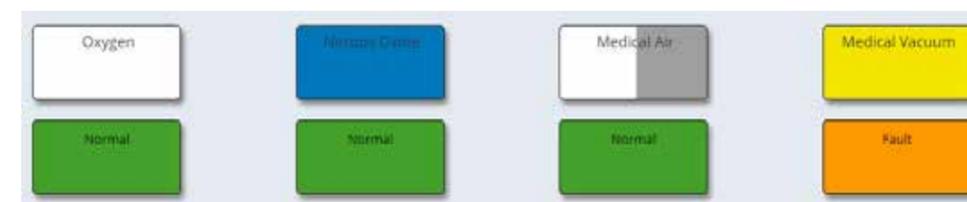
Depending on your contract, this will include:

- ✓ Invoices and quotes
- ✓ Asset register
- ✓ KPI compliance data
- ✓ Plant diagrams
- ✓ Safety certificates
- ✓ Insurance certificates
- ✓ Permits to work
- ✓ Comprehensive details of Planned Preventative Maintenance (PPM) visits
- ✓ Faults logged during past service calls and due dates of future service



Real-Time Data

- ✓ Real time, site-by-site plant and alarm monitoring
- ✓ At-a-glance RAG rating for each item of plant
- ✓ Use K'nect to manage FLO₂ - SHJ's new oxygen flow meter and line pressure monitoring and alert service

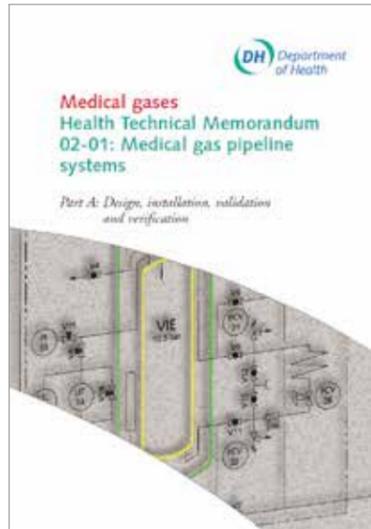


Description	Date	Time	Status
OXYGEN VIE Refill Liquid	23/04/2021	14:37	OK
OXYGEN VIE Refill Liquid	23/04/2021	14:37	ALM
OXYGEN VIE Refill Liquid	23/04/2021	14:38	OK
OXYGEN VIE Refill Liquid	23/04/2021	14:35	ALM

K'nect is free for all customers with a maintenance contract, up to 5 users.

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.

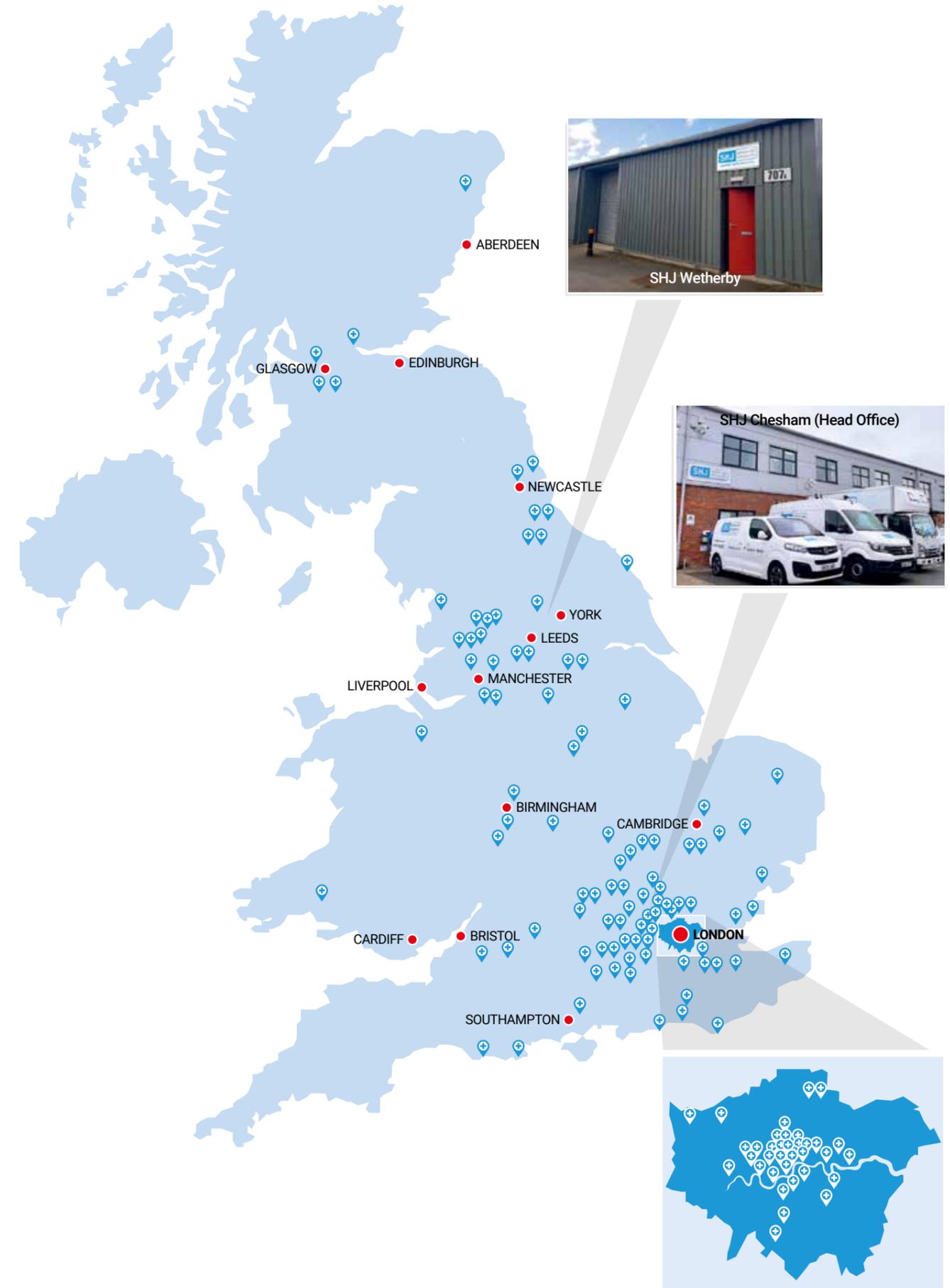


The engineers are supported by a dedicated spare parts department housing a range of medical gas spare parts and plant, as well as temporary plant hire facilities.

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.



OUR CUSTOMERS



ACCREDITATIONS

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



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

We hold Alcumus SafeContractor and CHAS accreditation and are Constructionline Gold Members.

We operate a Quality Management System and hold NQA certificate 173626, which shows that we comply with the requirements of ISO 9001:2015.

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

We have Cyber Essentials Plus certification.

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



TESTIMONIALS

“SHJ have been maintaining the Trust’s equipment for 40 years. I’m more than happy with their levels of service. They are conscientious, 100% committed to any work that they undertake, and nothing is too hard for them. I always recommend that they tender for any job that arises within the Trust and am happy to recommend them to anyone. They focus on getting everything right, they look after us well and they fix anything without question.”

Gerry Vella
Estates Manager, The Royal Marsden Hospital – Sutton

“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

“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



DELIVERING LEADING INNOVATIONS

Services Available

Design

Installations

Upgrades

Refurbishments

PPM

Servicing

Emergency plant hire

K'nect portal: real-time web-based medical gas data management

FLO₂: oxygen flow rate monitoring and alerting

Evolution: medical gas alarm monitoring and alerting

AI-driven intelligent plant control and predictive maintenance

Nationwide coverage

24 x 7 x 365

4 hour emergency response time

5 year no-quibble guarantee

Fully HTM 02-01 compliant

**YOUR MEDICAL GAS
OUR RESPONSIBILITY**

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