



# SERVICING & REPAIRS MADE EASY

The most complete, UK wide  
support for your practice

[DDGROUP.COM](https://www.ddgroup.com)



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# YOUR COMPLETE PRACTICE SUPPORT NETWORK

DD has the UK's largest growing network of multi-skilled service engineers, nationwide.

Our engineers are trained across all disciplines – which means our people can test, service, validate and repair equipment in your practice. We work closely with leading manufacturers to ensure we are fully up-to-date with all products in our everyday working practice.

**With over 163 qualified engineers nationwide, 4 regional support centres and 80 engineering help desk experts, we're here to help.**



**Nationwide coverage**



**Engineers trained in all disciplines**



**ONE lead engineer, ONE point of contact**

**To speak to a dedicated advisor call 0800 028 1697  
Option 2/Option 1 or email [engsupport@ddgroup.com](mailto:engsupport@ddgroup.com)**

# ENGINEERS NATIONWIDE

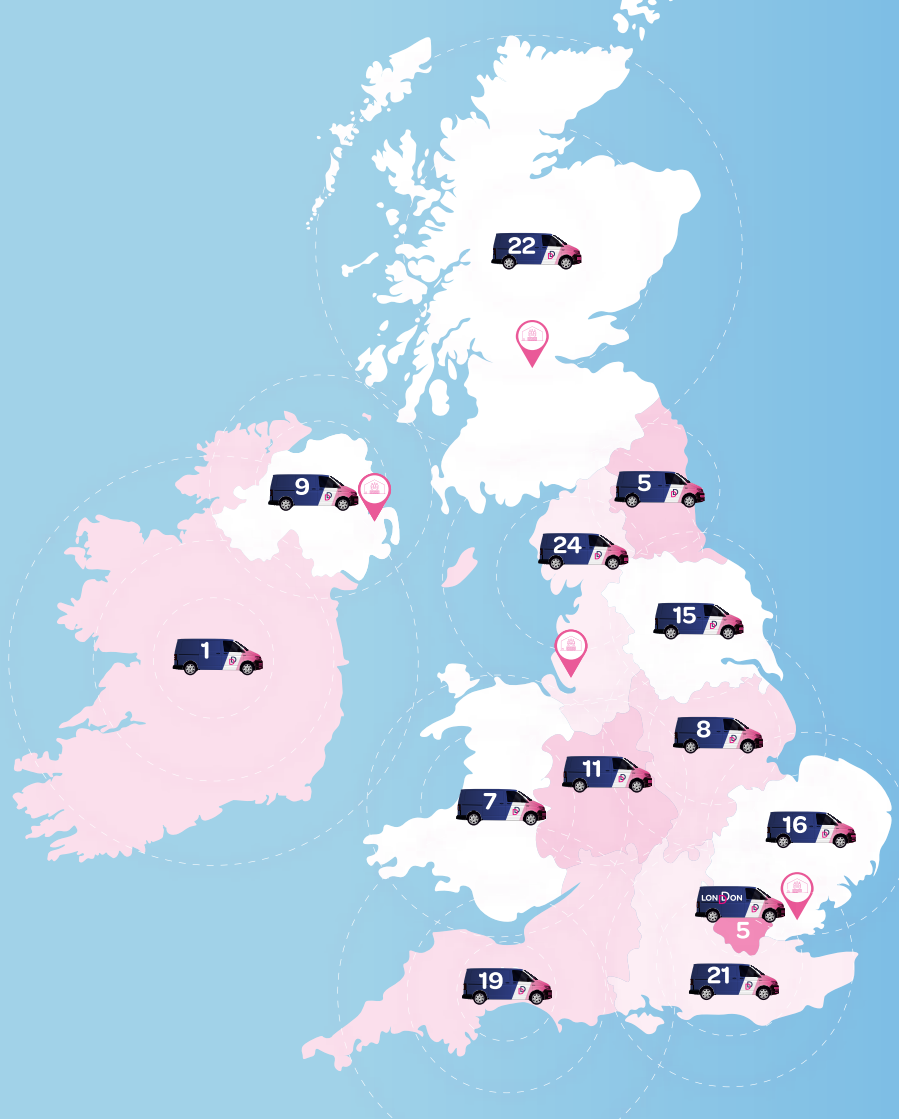
Over **163 qualified engineers**  
**nationwide** and **80 helpdesk**  
**support staff.**



Our Service Engineers



Our Service Centres



# MAKE US YOUR FIRST CHOICE FOR TESTING, SERVICE & REPAIRS

## Our people

Across the UK, our team of over 163 expert engineers are ready to deliver outstanding servicing and repairs in no time, thanks to our regional workshops and cutting-edge fleet management.

## Our ONE Guarantee

We're here to make things simple with one telephone number to call, one point of contact and one lead engineer.

## Investing in Training

We invest to stay at the cutting-edge of repairs. Our technicians train with the original equipment manufacturers. It's all part of our unique DD 'Repair Accreditation'.

## Warranty

All our repairs come with 3 to 12 month warranties. So, if it fails – send it back with your original invoice and we'll repair it, prepare it and get it to you ready for surgery.

## A service plan to suit you

Different practices need different rates of repair, so we've got a selection of service plans to suit everyone.

## Free Quotes & Returns

Need a repair quote? It's completely free, and you can even chat to your equipment's repair technician directly once it's with us too.

**DD Members receive up to 15% discount on engineering prices along with free pressure vessel insurance, if DD complete the pressure vessel inspection.**

**For more information please visit: [ddgroup.com/membership](https://ddgroup.com/membership)**



## The complete service

We can supply, service and repair the majority of Dental Equipment as we work with many of the leading manufacturers and our engineers receive regular manufacturer training and support. We offer various support packages to members offering a range of different call out options.



# HANDPIECE REPAIR & MAINTENANCE

With over 75 years of experience in handpiece repair and servicing, DD's quality promise is stronger than ever. Alongside standard cartridge replacements and handpiece, motor and sonic scaler repairs – there's also the option to upgrade to DD's three service options, including our Premier Refresh Plan which uses only original manufacturers parts.

**We are approved by every leading handpiece manufacturer**

From W&H and Anthogyr to Kavo, Bien Air, NSK and many more. So, when we put your instrument through a series of exhaustive tests – rest assured it's returned in a condition that meets or exceeds the original manufacturer's tolerances.

**Prices available on request. Call 01253 600090 or email [repairs@ddgroup.com](mailto:repairs@ddgroup.com) today**







## Technicians

All our technicians have undergone an intensive training programme in all aspects of handpiece repairs, including theoretical and practical training, competency testing and continued education.

## Warranty

All repairs come with a 3 to 12 months warranty, dependent on the repair service chosen. If your handpiece fails whilst under warranty, just send it back together with your original invoice for repair. All handpieces will be dispatched lubricated and in pouches ready for surgery use.

## Accreditation

All technicians have taken part in training with original equipment manufacturers, such as W&H, Anthogyr, NSK, Bien Air, Kavo and Sirona as part of the DD 'Repair Accreditation.' As a customer you will be able to speak personally with the technician undertaking your repair when you are quoted.

## Certified Parts & Inspection

Trained technicians ensure the quality of your handpiece repair by individually inspecting, testing and certifying all replacement parts. No used or uncertified parts are ever installed.

# DENTAL CHAIRS

The majority of manufacturers recommend you have an annual service. The Provision and Use of Work Equipment Regulations (PUWER) 1992 states that equipment must be serviced and maintained in accordance with the manufacturers' recommendations. In addition, Healthcare regulation along with infection control related documents state that all equipment be serviced and maintained.

Records of servicing, inspection and user validation checks must be kept and audited, and all members of staff must be fully trained in the safe operation of equipment prior to use.

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# SUCTION PUMPS

The majority of manufacturers recommend you have an annual service.

**Our engineers perform a thorough check to service your Suction Pump, including:**

- ✓ Check and remove any collected amalgam waste and ensure that there are no stored fluids and drainage waste
- ✓ Follow manufacturers guidelines for servicing requirements, replace parts as required by manufacturer
- ✓ Check, clean or replace filters, check for signs of any leaks and dispose of any used and contaminated parts

We also now offer a service to check and validate the volume of air flow per minute within your suction pump. This will confirm whether your suction pump is operating efficiently, effectively and providing the required high volume of suction to reduce the risk of infection transmission.

# WASHER DISINFECTORS

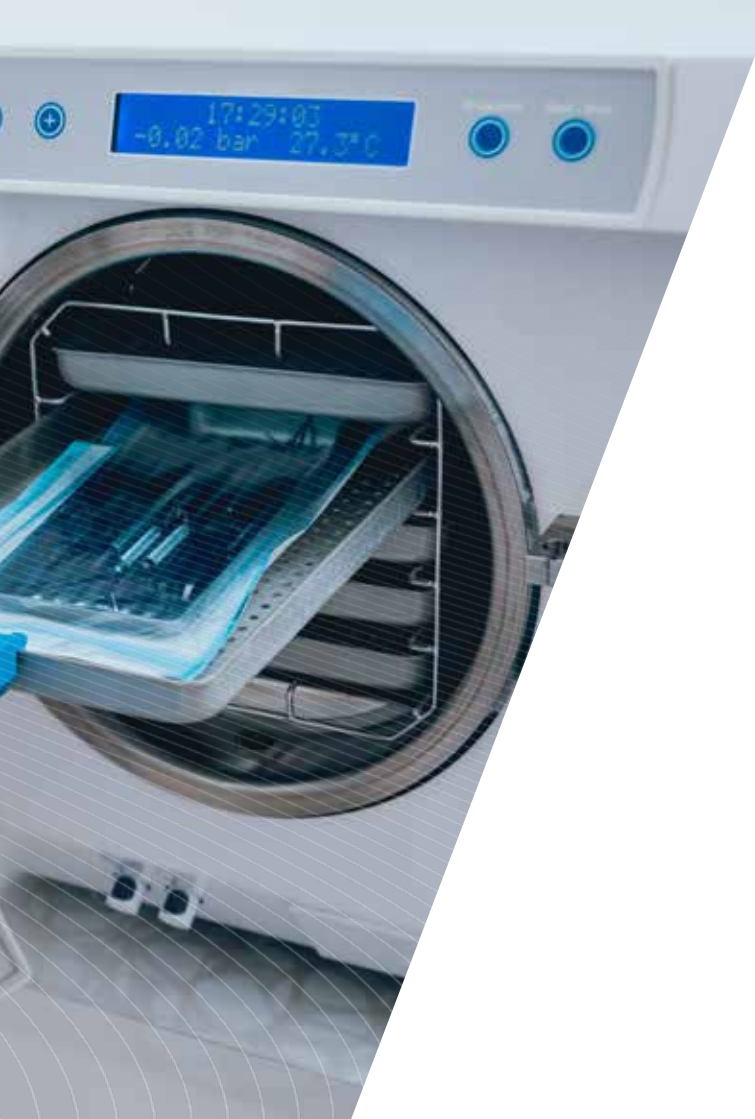
The majority of manufacturers recommend you have an annual service. Our engineers service your equipment to stay compliant with regulations. The Provision and Use of Work Equipment Regulations (PUWER) 1992 states that equipment must be serviced in accordance with the manufacturers' recommendations.

**Our engineers perform a thorough check to service your washer disinfecter, including:**

- ✓ Check for signs of leaks and lime scale contamination and remove any debris from the sump
- ✓ Follow manufacturers guidelines for servicing requirements, replace parts as required by manufacturer
- ✓ Perform and record water quality check and check suitability and expiry date of detergent

**For more information on our service contracts please call 0800 0281697 Option2/Option1 or email [engsupport@ddgroup.com](mailto:engsupport@ddgroup.com)**





# AUTOCLAVES

The majority of manufacturers recommend a service every 12 months, however some are as often as once a quarter.

The Provision and Use of Work Equipment Regulations (PUWER) 1992 states that equipment must be serviced and maintained in accordance with the manufacturers' recommendations.

Records of servicing, inspection and user validation checks must be kept and audited, and all members of staff must be fully trained in the safe operation of equipment prior to use.

## Service contracts for vacuum and non-vacuum autoclaves

**Level 1** - Includes annual service, service kit, calibration & function test.

**Level 2** - Includes all aspects of level 1 package plus 2 x callouts per annum.

**Level 3** - Includes all aspects of level 1 plus 3 x callouts and parts allowance per annum.



# COMPRESSORS

We would recommend you have your compressor serviced in line with manufacturers' guidelines, which is normally annually. The Provision and Use of Work Equipment Regulations (PUWER) 1992 states that equipment must be serviced and maintained in accordance with the manufacturers' recommendations.

Records of servicing, inspection and user validation checks must be kept and audited, and all members of staff must be fully trained in the safe operation of equipment prior to use.

**Prices available on request. Please call 0800 0281697  
Option2/Option1 or email [engsupport@ddgroup.com](mailto:engsupport@ddgroup.com)**







# PRESSURE VESSEL INSPECTION

All autoclaves and compressors must have a Written Scheme of Examination prepared for each vessel by a competent person. Employers must ensure that all work equipment is safe and in good working condition and that each vessel is inspected at regular intervals as specified on the Written Scheme of Examination.

Each vessel must be serviced and maintained in accordance with the manufacturers' recommendations and records of servicing and inspection must be kept in order to demonstrate compliance.

**All members of staff must be fully trained in the operation of autoclaves prior to use.**

**Prices available on request. Please call 0800 0281697  
Option2/Option1 or email [engsupport@ddgroup.com](mailto:engsupport@ddgroup.com)**





# DECONTAMINATION RE-VALIDATION

**For over 20 years we have led the market in decontamination services.**

With ever-increasing focus and new regulations for best hygiene practice our expertise and industry pedigree make us an essential resource to our customers.

Healthcare regulation along with infection control related documents state that all decontamination equipment be validated and re-validated in accordance with Manufacturer's instructions.

Records of validation/re-validation and user validation checks must be kept and audited, and all members of staff must be fully trained in the safe operation of equipment prior to use.

# X-RAY EQUIPMENT MAINTENANCE AND TESTING

**Most manufacturers recommend you have an annual maintenance check.**

For radiological testing, a test should be undertaken at least once every three years for intra-oral, panoramic, panoramic/cephalometric x-ray sets, and where quality assurance test object and accompanying analysis software is available, dental CBCT x-ray sets. For CBCT x-ray equipment where QA test object and accompanying software is unavailable, and for hand-held dental x-ray sets, annual testing is recommended.

We can undertake any of the required testing of any of your x-ray equipment.

**For more information on X-Ray Maintenance and Radiological testing please call 0800 0281697 Option2/Option1 or email [engsupport@ddgroup.com](mailto:engsupport@ddgroup.com)**







# EMERGENCY REPAIRS

If you have an urgent issue or repair, our service and national fleet of engineers give you complete peace of mind.

**Our experts are on hand to get your practice back up and running and minimise downtime:**



National coverage



Response within the hour\*



Price match guaranteed\*\*

Our expert team have got your practice covered.

\*Subject to technical telephone triaging of requests, where we remain committed to prioritise surgery down time. \*\*Like for like service price match applies.

**Contact our expert team via  
0800 0281697 Option 3/1 or  
email [engineering@ddgroup.com](mailto:engineering@ddgroup.com)**



# ONE CALL DOES IT ALL

With a range of service plans to suit your practice, talk to us today.

Speak to our team on **0800 028 1697**  
or email us on **[engsupport@ddgroup.com](mailto:engsupport@ddgroup.com)**

**[DDGROUP.COM](http://DDGROUP.COM)**