

The Didsbury Engineering Customer Service Unit has been established to provide dedicated after-sales support. As an autonomous department, its sole aim is the fulfilment of our customers' service and repair requirements to the highest standards of quality and reliability.

We are geared to handle the complete range of Didsbury hoists and ancillaries range including ministry, civil aircraft and industrial safety systems.

### **CUSTOMER SERVICE MAINTENANCE PROCEDURE**

Every Didsbury product received by the Customer Service Unit is subjected to the following thorough maintenance procedure:

1. Stripped for assessment/quotation – a strip report identifying parts used can be provided by arrangement.
2. Subject to quotation approval, it is repaired to O.E.M. Standard.
3. Lifting equipment tested in accordance with L.E.E.A. standards.
4. Re-Certified for 12 months and 6 months for Man-Riding – a Certificate of Conformity can be supplied if required.

The 'LOLER Regulations 1998' recommend that lifting equipment should be thoroughly examined and re-certified at 12 monthly intervals and 6 monthly intervals for man-riding. This is particularly important for safety/man-riding and related equipment.

### **PLANNED MAINTENANCE PROCEDURE**

The Didsbury Customer Service Unit helps customers to avoid unnecessary downtime. Regular servicing will prolong a products useful working life. Professional expert service to OEM standards will keep your equipment safe and legislation compliant. In some cases arrangements can be made for loan equipment during repair or equipment on exchange.

### **CONTACTS**

Our sales team can tell you how to make best use of the Didsbury Customer Service Unit. Alternatively, for further information contact the Customer Service Manager:

**Simon Stack +44 (0) 161 486 2217 or Email: [simon.stack@didsbury.com](mailto:simon.stack@didsbury.com)**

