



**COMPLIANCE
ALLIANCE**
FROM DIDSBURY ENGINEERING

didsbury

**NORWICH
UNION**
an AVIVA company

**Mines
Rescue**

CUSTOMER SERVICE UNIT

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 the commercial health and safety systems.

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 detailed report can be provided by arrangement though many items have a fixed repair cost i.e. H.M.L.C.S. Services (Hoist Maintenance Loler Compliance Repair Scheme).
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.
5. All other equipment tested and certified to meet current legislation.

The 'LOLER Regulations 1998' recommend that lifting equipment should be tested 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 down-time and reduce delays with a 3-5 day turnaround. 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 on +44 (0) 161 486 2200 or by email to sales@didsbury.com.



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