Service Overview

We believe the operating theatre is the engine room of the hospital so we do all we can to ensure your equipment performs time after time.

We’re here for life.
Hipac is your partner in care

Patient care is demanding. Department managers are stretched and equipment reliability is essential. Thankfully Hipac is standing close by to help.

A national network of specifically trained service technicians possessing a genuine commitment to the ongoing reliability of the equipment within their individual portfolios means that your dedicated contact is never far away should an emergency arise.

At Hipac we believe the operating theatre is the engine room of the hospital so we do all we can to ensure your equipment performs time after time.

With an enviable track record of over twenty five years experience, hospitals nationwide will attest to a customer service second to none... Our word is our promise.

It’s likely you are already experiencing the Hipac Advantage, if not we look forward to welcoming you aboard.

Rest assured, we are with you all the way.
Mission

We’re here for life. We’re here to preserve life, to protect life and to promote life. We’re here for others and we’re here for good.

Our Commitment

To increasingly ease the burden placed on healthcare facility managers shouldering the daily task of equipment safety and performance, fostering long lasting relationships through commitment, cooperation and clear communication, continually creating efficiencies that result in added value for our customers.

Guiding Principles

**Integrity**
Open, honest and loyal in every sphere and relationship.

**Selflessness**
Put the needs of others ahead of my own.

**Consideration**
Possess a caring and considerate disposition.

**Courtesy**
A smile, a kind word, a greeting costs nothing but is priceless.

**Generosity**
Display a spirit of generosity, kindness and compassion.

**Orderliness**
Maintain tidy and safe facilities, work areas and practices.

**Effectiveness**
Do it once, do it right and do it in the least amount of time. Be punctual.

**Communication**
Keep customers, suppliers and fellow workers informed.

**Recordkeeping**
Maintain accurate records for a better tomorrow. Be accountable.

**Innovation**
Do it smarter, better, quicker. Think outside the box.

**Action**
See a need do something about it….now.
The Hipac advantage

National network
A Hipac service technician will never be far away. Hipac is vigorously striving to reach its goal of a four hour response time anywhere on the continent.

Central helpdesk
Call the 1800 759 393 freecall phone number to speak with a member of our Customer Care team.

Vendor neutral organisation
Hipac is a vendor neutral organisation with the capacity to repair, rebuild, test and maintain virtually any brand of surgical equipment. Hipac becomes your first and last point of call for all breakdown and maintenance requirements.

Product bundling
Hospitals experience the cost advantage achieved through the inclusion of several items of equipment under the one hospital visit.

Established network of partners
Hipac has an established network of partners and suppliers providing a flow of parts and support. Hipac also manufactures specialist or difficult to locate components providing further flexibility in ensuring prompt delivery and minimal downtime. We design, manufacture and customise equipment to your specific requirements.

Comprehensive spare parts
Each service van holds a considerable inventory of spare parts with specific parts carried for specific brands of equipment within each servicing district in addition to our central distribution hub.

Servicing database
Hipac has accumulated data from years of experience in servicing and fault finding theatre equipment and is building a customised database providing assistance to our technicians right when and where they need it further reducing downtime. This system will enable trend monitoring of your equipment, access to parts manuals, common faults and generates and stores reports on past service history. Individual records will be available online to our clients via a secure customer login giving you instant access to your current status and service history of your equipment.

Qualified technicians
Hipac’s competent service technicians are extensively trained in servicing theatre and CSSD equipment, supported by a fully equipped workshop with testing and certification facilities. A mobile workshop fully equipped with replacement supplies, tools and parts brings to your theatre increased efficiency.

Fixed cost options
Hipac offers a range of service plans with various levels of assurance regarding costs.
Products and services

Preventative maintenance
Hipac performs biannual safety checks of critical equipment carried out according to the original manufacturers specifications performed at regular intervals scheduled at a mutually convenient time. A “fit for service” report detailing any essential repairs that may be required is furnished at the completion of each visit.

Remedial repairs
From time to time repairs are required that have been identified during the course of an assessment or regular service program. These will mostly be carried out on site.

Breakdown repairs
In the unfortunate event of a breakdown a Hipac service technician attends your facility to identify and rectify the fault. The technician liaises with the appropriate manager to assess the seriousness of the outage and whether a hire unit is required.

Major repairs
This involves any repairs that cannot be done on-site requiring the equipment to be returned to our clinical service facility.

Replacement mattresses and pads
Specialising in Pressure Care Management, Hipac manufactures all its mattress sets and pads in-house so is well equipped to meet all of your replacement mattress needs including custom pads and wedges. All pad replacements are medical grade fabric and guaranteed Latex-free.

Workshop and test facilities
Hipac has spacious, up to date clinical servicing facilities and has the capacity to carry out functions from electrical safety testing, validations and calibrations right through to full turnkey integrated theatre project-managed fit outs.

Equipment finance, leasing and hire
Hipac can facilitate full finance lease and lease-to-own options. Hipac has a comprehensive table hire fleet including manual, electric, bariatric and dedicated orthopaedic tables. Whether it be for a one off bariatric surgery or an ongoing hire requirement Hipac can accommodate.

Custom modifications and adptions
Where special requirements are essential to meet professional demands our qualified technicians will customise any equipment to individual specifications.

Specialised transportation and equipment relocation
We will provide your valuable equipment with the utmost care that is needed with our tail-lift transport vehicles and unique loading crates. Hipac will also disconnect, relocate and reconnect any item of equipment including the provision of secure storage facilities if required.

Repair and remanufacturing facility
Hipac’s purpose built repair and remanufacturing premises are designed to perform tasks that cannot be undertaken at the healthcare facility without causing risk to staff and interruption to normal operation.

The facility contains precision machining equipment, materials handling, specialised testing and certification equipment, raw materials and componentry and an extensive inventory of replacement parts.

The safe ergonomic workplace ensures efficient processing of equipment ensuring a quality job and minimal downtime on rebuilding projects.
Before After

The unique Hipac revive program breathes life into ageing surgical equipment.

This is made possible by the people that pioneered rebuilding operating tables in this country and have been doing so for over two and a half decades. The Hipac revive program is the only alternative to expensive repairs or costly replacement.

We pick up your tired, worn equipment and return it to you as new. It looks and functions as a new unit does – only at around a third of the cost. Should hire equipment be required to prevent interruption, this can be arranged for the duration of the program.

Hire and finance options are submitted, reviewed and approved before commencement.

The Hipac revive program is not only cosmetic. Every part is examined and repaired or replaced as required. No part is overlooked. And to demonstrate our confidence in our workmanship we extend, in most cases, a better than new two year warranty on all parts and labour. What’s more, service work is carried out by our own technicians. Optionally we offer a premium five year warranty/maintenance plan for all equipment that has been the subject of the Hipac revive program.

Complete rebuilding –
the Hipac revive program

The revive program

A thorough process and involving the following five major steps:

1. At the outset of the manufacturing process, Hipac completely dismantles each table down to the last nut and bolt. It is amazing to find damage and potential hazards that would not have been identified by the user until there was an incident.

2. Many parts are machined to conform to the exacting tolerances insisted upon by Hipac. Once the table is disassembled to the bare structure, the components are chemically stripped or cleaned. All painted parts are repainted with an enamel powder coat that is baked on and will last as well as it did originally, or better.

3. While the equipment is completely disassembled, the exposed metal components are refinished and the painted surfaces are blasted clean. Then they are coated with a durable new finish that is more that equal to the most demanding operating room conditions.

4. During the remanufacturing process, critical tolerances are continually checked and rechecked to ensure that Hipac’s exacting quality exceeds industry standards. Many precise and detailed adjustments are made as the equipment is reassembled to effect the firm, smooth control that your operating room personnel demand.

5. When the equipment remanufacturing is complete, it undergoes a comprehensive series of thorough tests and inspections. These quality and performance verifications confirm that the remanufactured table more than meets the designated standards.
Equipment serviced

- Surgical tables
- Orthopaedic tables and frames
- Spinal tables
- Gas assisted legholders
- Spinal frames
- Positioning equipment
- Surgical lighting
- Theatre integration systems
- Utility pendants
- Examination lighting
- Flat screens and monitors
- Transport stretchers
- Hospital beds
- Delivery beds