HEARTBEAT FITNESS REPAIR / CLINIC SERVICE CHECKLIST

What to Send When Requesting Biomedical Equipment Service

Use this checklist when a piece of clinical or rehabilitation equipment needs service. Send one set of details per unit so we can identify the equipment, understand the problem, and plan access to your facility.

SAFETY FIRST

If the equipment may be unsafe, stop use and follow your facility's out-of-service procedure. Do not restart, test, or open it just to collect information.

1. Location and contact

- ☐ Give the facility name, service address, department, and room or unit location.
- ☐ Include the staff contact's name and work phone or email, check-in instructions, and a preferred service window.

2. Identify the equipment

- ☐ List the equipment type, manufacturer, model, serial number, and facility asset tag if available.
- ☐ Examples include a treatment or traction table, patient lift, fluidotherapy unit, or therapeutic ultrasound or e-stim unit.

3. Describe the problem and urgency

- ☐ Tell us what happened, when it started, whether it is intermittent, and the exact error code or message if one was already observed.
- ☐ Say whether the unit is out of service and whether a timing constraint affects your department. Use your facility's escalation procedure for urgent safety concerns.

4. Send photos without patient information

- ☐ If permitted by your facility, share a photo of the full unit, the equipment label or asset tag, and any visible error or damaged area.
- ☐ Keep patients, medical records, charts, wristbands, and identifiable information off-screen and out of photos, notes, and attachments.

Equipment or service notes

(727) 512-5120 service@theequipmentfixer.com TheEquipmentFixer.com

If a detail is unknown, send what you have and tell us what is missing.