



ASSISTED BATHING ASSISTED SHOWERING PATIENT TRANSFER DESIGN & PLANNING HYDROTHERAPY



PRODUCT CATALOGUE

WELCOME

For over the 40 years, Reval has built its business on the strength of its ability to visualise design and plan its future. 40 years on, Reval is recognised as the leader in innovation and technology. This philosophy has cascaded down into all aspects of our business and product portfolio.

Customer support and aftercare is at the forefront of what we do.

“Our aim is to meet needs and exceed expectations”

To achieve this level of excellence we treat service and support as a product in itself but without cost. In doing so, we have carefully set out specific processes to support your enquiry and subsequent investment for its lifetime.



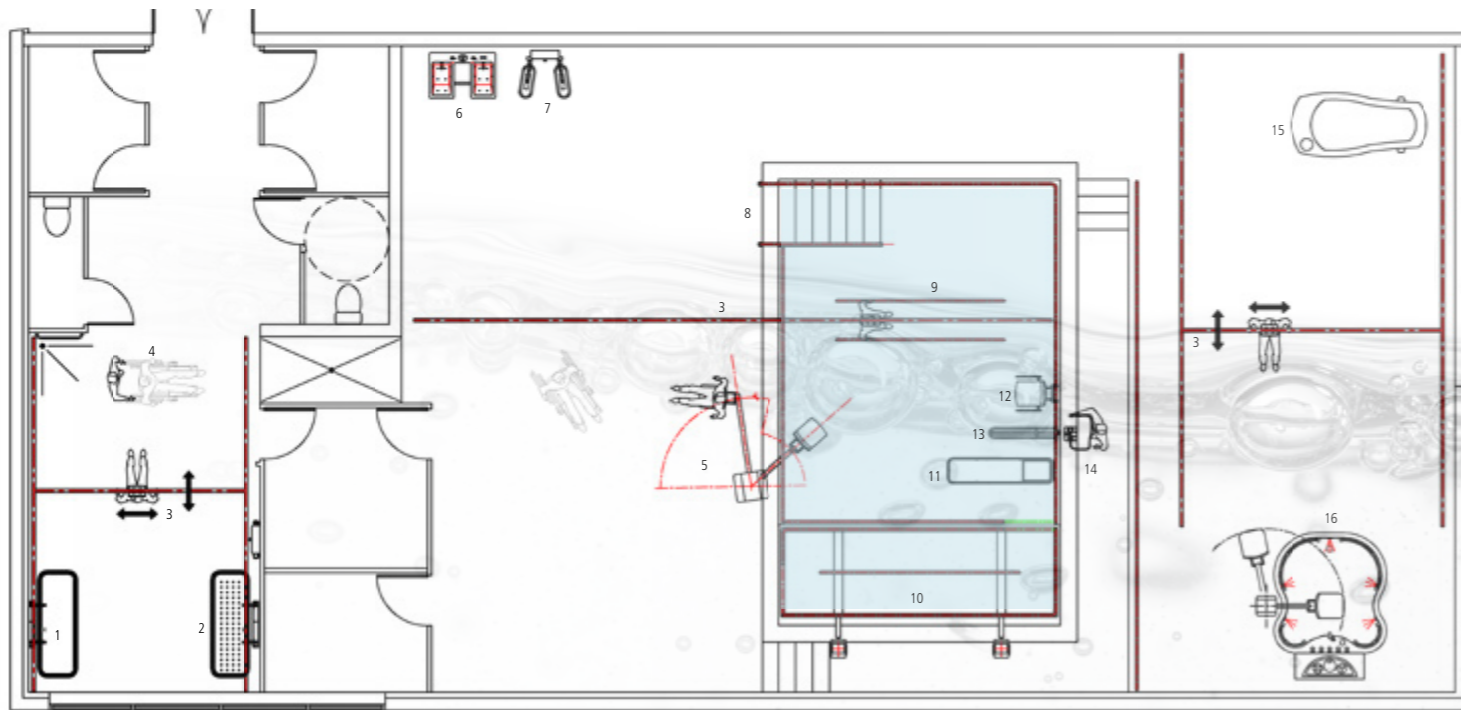
CONTENTS

Facility Planning 4

Reval's '6' Step Approach 6



FACILITY PLANNING



Reval Continuing Care

Turn-key projects managed and fully supported.

During the research and design stages, we will be there to support and provide concise, productive and expert advice on our products and services. For more involved turn-key projects such as hydrotherapy pools, pool hoist or ceiling track installations we have a large team of internal and external staff available to support any commercial or technical aspect of your project. All support staff are experienced and qualified in their specific product specialisms. Our support staff have extensive on site experience, skill-sets, are comfortable in carrying out their work on a global basis.



REVAL'S '6' STEP APPROACH



1) Needs Analysis

Each project is unique and must therefore be given expert attention and formulation. Your needs and project objectives must be fully interpreted in advance. This is essential so that the complexities that exist in such projects can be identified in advance. To do this we will provide you with a project manager equipped to facilitate the process during the initial phases.

2) Feasibility

Having formulated your draft project requirements. Our design, planning and installation technicians carry-out a feasibility exercise to validate, troubleshoot and cost out your project requirements. Our project manager will present the commercial cost aspects of your project, along with a full set of scaled drawings and set out the order of works relevant to your project for commercial sign-off and order placement.

3) Activity Planning

Following consultation and commercial sign-off, our technicians implement the product manufacturing and plan delivery to project site. During this phase we compile detailed risk assessments and method statements to set out the order of works and method of delivery, installation, and commissioning. This document also identifies and negates all risk associated with the product installation and commissioning in compliance with country building standards and regulations.

4) Installation

With method statement and risk assessments signed and approved, the manufactured product or components are then delivered to the project site. In some instances specialist vehicle transport, cranes and lifting equipment are required. These requirements are documented in the feasibility study and included in the risk assessment and method statement. Our specialist installation engineers and technicians then install your products and carry out quality checks and functionality test procedures in readiness for formal commissioning and training.

5) Handover

With your product fully installed, we then move to the commissioning, training and handover stage. Our commissioning engineers and technicians carry out a process of checks, tests and measures to ensure the product or appliance is safe and fit for general use. In addition to this process, our product specialists will arrange and carry out formal training with all staff and stakeholders associated with managing, maintaining and using a product or appliance. Training and commissioning records are produced and retained for future reference. On completion of the handover procedure, the clients signature of satisfaction is sought and the product is formally handed over for use.

6) Aftercare

Reval prides itself on its aftercare. Your personal project manager or account manager will maintain contact with you through the process and for as long as is required thereafter. They will provide you with on-going calls and in-field support. Our customer service department will provide additional support and you will have access to the entire team of technical staff should they be required. We will also provide product bulletins and updates on your product or appliance and provide daily routine support if necessary.

PRODUCT CATALOGUE

SERVICE DESIGN & PLANNING



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