

Service & Accreditation



01 | Our Credentials

Because his early career had been as a 'working-at-the-bench' microbiologist, Don Whitley set out to improve the microbiologist's working life by removing as much tedium as he could and by seeking to reduce the risk of tests being compromised by human error. Don's laboratory experience helped him to develop novel ideas through the use of labour-saving equipment and automated solutions, leading to the formation of Don Whitley Scientific Limited in 1976.

We now sell our products into over 50 countries through a worldwide network of distributors. In the UK, we also distribute products for other well-known manufacturers such as ABE, Copan Italia, Ebers Medical, Tuttnauer and Synoptics Ltd. Furthermore, we are able to service, maintain and support all the products we sell due to the comprehensive training we receive from our own in-house R&D/production team and from the manufacturers of the products we distribute.

The publication, "**An Introduction to Clinical Anaerobic Bacteriology**", included a significant contribution from Don; a guide to enable the reader to isolate and identify 12 commonly occurring clinically important anaerobic bacteria.

Considerable expert knowledge was combined to make this the most up-to-date reference guide for the modern clinical laboratory. Some of the images were kindly supplied by the Anaerobe Reference Unit, Cardiff.

Our patents include:

Multi-functional porthole system

Automatic valve system for anaerobic jars

Gas kit hydrogen producing envelope

Low temperature catalyst sachet

Anaerobic workstation atmospheric conditioning

3-gas operating system

Modular atmosphere controlled system

Oxygen sensor calibration

Automated sleeve evacuation process



**Don Whitley -
Founder & Chairman
(1929 - 2019)**



**An Introduction to
Clinical Anaerobic
Bacteriology**

Professor Michael WD Wren MBE, FIBMS

Our greatest assets are our satisfied customers...

“ We have always received first class service from Don Whitley Scientific.”

*Nick Hunt
Animal Health and Veterinary Laboratories Agency*

“ Thank you very much for the excellent service your team has given.”

*Michael Owen
ALS Food and Pharmaceutical*

“ We have dealt extensively with Don Whitley Scientific for many years and have several pieces of their equipment. The quality of service we receive is excellent. The administrative and engineering staff are always helpful and obliging.”

*Darren Furniss
The University of Nottingham*

03 | Service & Accreditation

Don Whitley Scientific is able to offer UK customers comprehensive maintenance and repair contracts on a variety of laboratory equipment. In today's increasingly regulated environment, the need to demonstrate on-going compliance with quality and safety standards is becoming part of life in the laboratory. To provide you with 100% confidence in your processes and ensure your equipment and procedures will stand up to scrutiny, we also offer UKAS calibration and validation services for heat sterilisation equipment, temperature controlled processes, temperature indicators and non-automatic weighing machines.

If you need to be sure your laboratory equipment is working correctly – 24 hours a day, 7 days a week – then a service contract is essential. Appropriate, affordable after-sales care can be as important as your initial equipment purchase. Don Whitley Scientific provides service contracts to give you peace of mind and allow you to be proactive in protecting your valuable capital equipment.

In almost all cases, we are able to carry out repairs on site or, if this is not possible, we can install loan units to minimise customer downtime whilst repairs are carried out at our premises. With some of our newer equipment, we have the facility to connect remotely to check any error messages and make necessary adjustments.

We offer a range of comprehensive maintenance and repair contracts on a variety of laboratory equipment, including:

Anaerobic workstations

Autoclaves

Colony counters

Gravimetric diluters

Incubators

Media preparators

Microaerobic workstations

Monitoring systems

Pourer stackers

Spiral platers

Laboratory blenders

Vacuum sources

Gravimetric diluters

Non-automatic weighing machines

Our flexible onsite and offsite UKAS service is undertaken by a team of experts who will take the time to explain the work they carry out. If you are a service contract customer, we can schedule your UKAS calibration/validation work to take place at the same time as routine servicing to save you the cost of call outs and project delays.

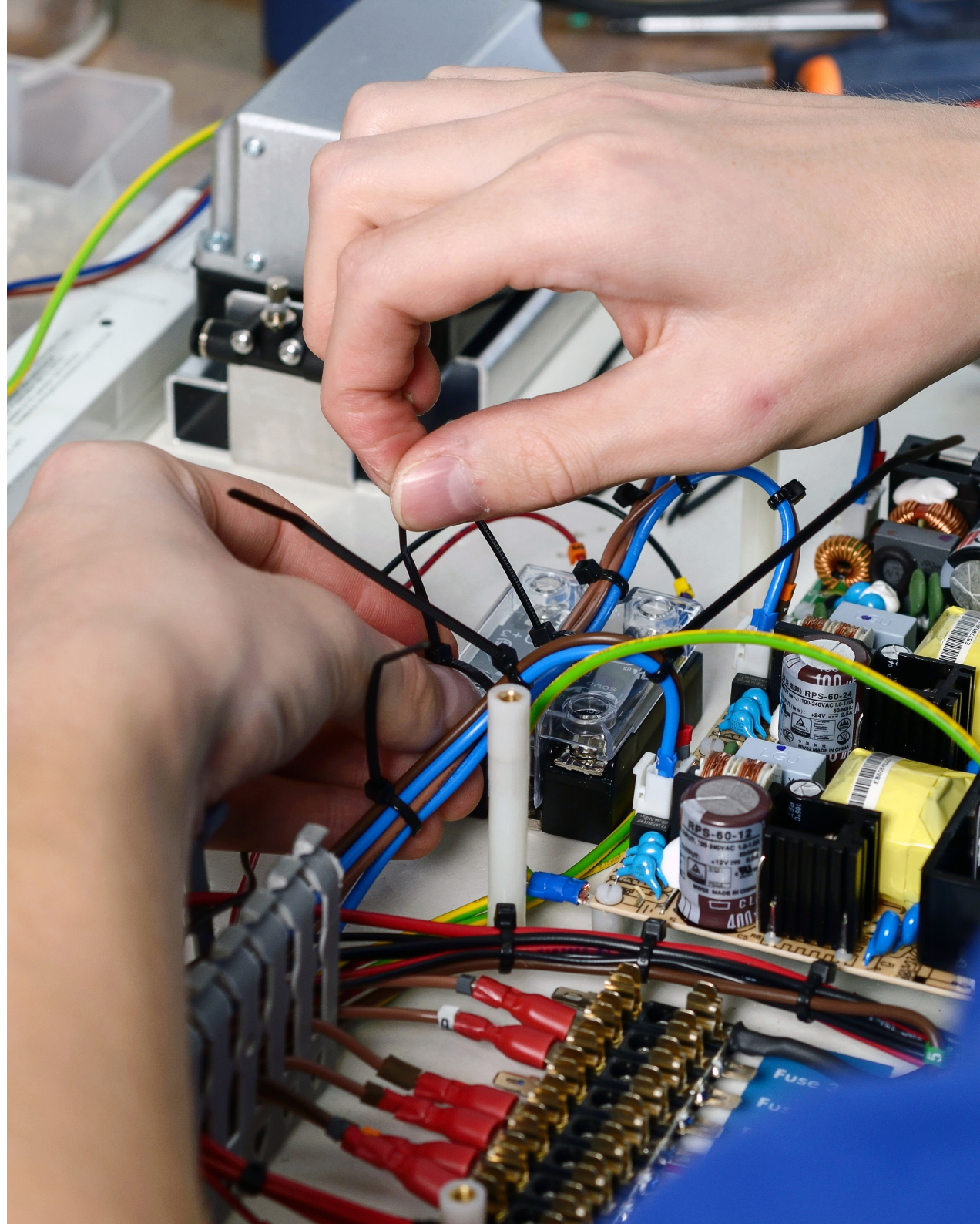
Since the introduction of ISO 15189:2012 'Medical Laboratories – Requirements for Quality and Competence', which has replaced the Clinical Pathology Accreditation (CPA), we have seen a large increase in the number of laboratories seeking temperature mapping services for their anaerobic workstations. In order to comply with this new clinical standard, laboratories must have a documented procedure for the calibration of equipment that directly or indirectly affects examination results. Don Whitley Scientific is



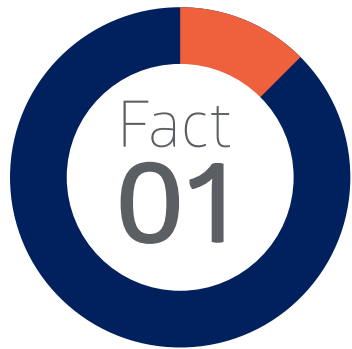
UKAS accredited to undertake this type of work and will supply certification for any equipment tested: one less task for laboratory management to be concerned with.



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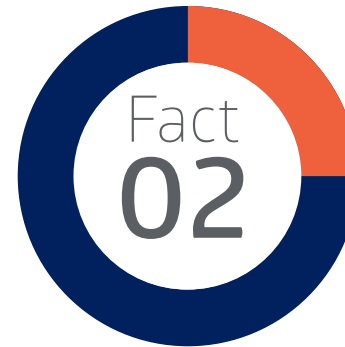


05 | Key Benefits at a Glance



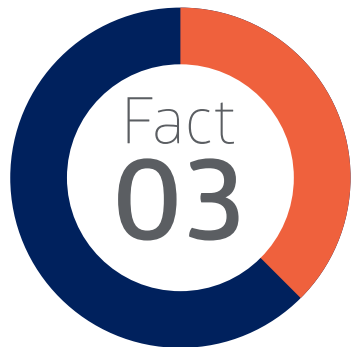
Nationwide service team for a swift response

At Don Whitley Scientific we operate a nationwide team of highly experienced staff to respond promptly to your servicing or repair requirements.



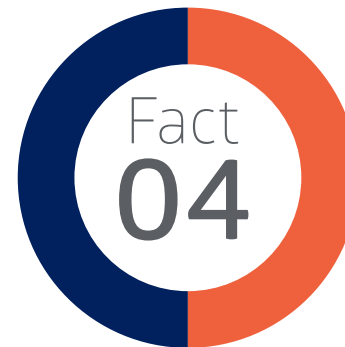
Ongoing training for our engineers

Our engineers receive factory based training for all DWS products and the continuous support of our own R&D and Production teams here in the UK. We consider ongoing training a crucial requirement to ensure our engineers are always aware of updates, production amendments, and changes due to emerging technologies.



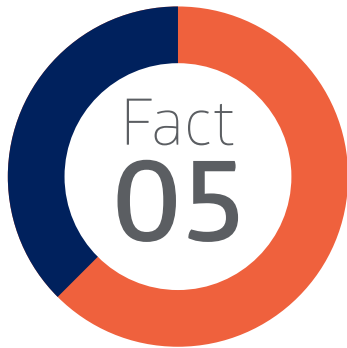
Weekend and public holiday cover to reduce downtime

Our maintenance contracts include emergency cover at weekends and on public holidays – someone is always available to help you. When you take out a service contract you are issued with a priority telephone number and email address so you can get straight through to our head office in the UK.



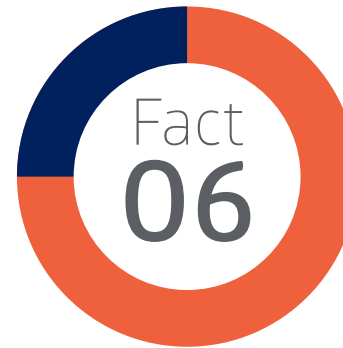
Extensive stock of parts carried

Our engineers carry a comprehensive range of spare parts and consumables so many problems can be fixed on the spot, avoiding unnecessary downtime or repeat visits. With some of our newer equipment, we have the facility to connect remotely to check any error messages and make necessary adjustments.



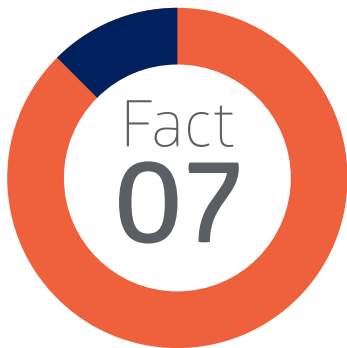
Different contracts to suit your budget

We offer different types of maintenance contract at different pricing levels to ensure there is one to suit your particular needs and available budget.



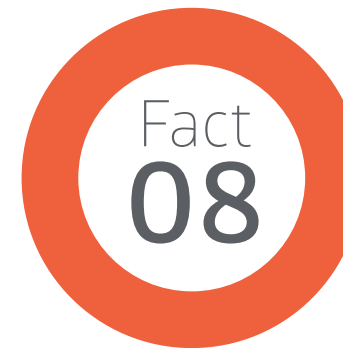
Factory trained engineers with access to genuine spare parts

As official distributors for ABE, Tuttnauer, Copan, Ebers and Synoptics, our engineers are all trained by the actual manufacturers – training that is not available to everyone. This arrangement also means that we have continuous access to genuine replacement parts.



UKAS accredited

We are accredited to BS EN ISO/IEC 17025:2005 for calibration activities. We have been assessed by UKAS and are able to provide calibration and validation services for heat sterilisation equipment, temperature controlled processes, temperature indicators and non-automatic weighing machines.



Helping you to save money

Our philosophy of providing total laboratory equipment solutions wherever possible helps to avoid expensive call outs and project delays. We are often able to schedule routine servicing and calibration/validation work to take place during the same visit to save you time, money and unnecessary disruption. We also offer multi-product discounts on some types of contract.

07 | Service with a smile

So what do you get when you take out a maintenance and repair contract with Don Whitley Scientific Limited? With a Whitley Service and Maintenance Contract, you can be assured that our engineers will work tirelessly to support you and minimise any downtime in the laboratory. We have procedures in place to ensure you can contact us at any time to schedule maintenance or repair work.

Weekdays

Our office hours are 09:00 to 17:00, Monday to Friday. During these times, our service administration team will be on hand to log your calls and schedule an engineer.

Out of Hours

Just call the service priority line and leave a voicemail message. An engineer or a member of the service administration will return your call as soon as possible to progress your enquiry.

Weekends and Public Holidays

A call to our main telephone line provides a message with details of the engineer on duty. If the engineer is on another call, you may be put through to voicemail but please leave a message as your call will be returned as soon as possible.



Service Package Options

08

	BLUELINE PRODUCTS		WORKSTATIONS & SPIRAL PLATERS	
	GOLD	SILVER	FULLY COMPREHENSIVE	PREMIUM
PREVENTATIVE MAINTENANCE				
One service visit per year		●		●
Two service visits per year	●		●	
Replacement of all the routine service parts ie. seals	●	●	●	●
Cleaning and setting of mechanical devices	●	●	●	●
Software updates (when applicable)	●	●	●	●
Cleaning and setting of the electrical and electronic devices (sensors, motors...)	●	●	●	●
Testing	●	●	●	●
CORRECTIVE MAINTENANCE				
Unlimited breakdown visits including 100% discount on labour and parts			●	
Max. of 2 breakdown visits including parts. Any further breakdowns will be charged at our standard rate				●
Maximum of 3 breakdown visits including 100% discount on labour and parts. Any visits thereafter see Supplementary visit information below:	●			
Maximum of 3 breakdown visits including 30% discount on labour only and 10% Discount on parts. Any visits thereafter see Supplementary visit information below:		●		
Free loan of equipment (subject to availability) should it be necessary to return yours to the factory	●		●	
Priority Service Line	●	●	●	●
Weekend and Public Holiday Cover	●		●	
SUPPLEMENTARY VISITS				
Discount of 10% on parts	●			
Discount of 20% on labour time and travel expenses. (standard rates for non-contract customers £75.00 per hour, discounted rate £60.00 per hour)	●			
MULTI-PRODUCT DISCOUNT (Available on Fully Comprehensive contracts only)				
2 products = 5% discount / 3-5 products = 10% discount / 6+ products = 15% discount	●		●	



To support the design, manufacture and supply of Whitley Workstations, we have a range of complementary services:

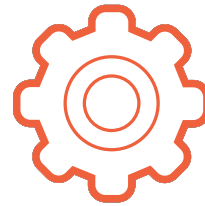


MICROBIOLOGY LABORATORY

In-house laboratory services

It's not every laboratory equipment manufacturer that has its own in-house laboratory with experience in food, water, environmental, pharmaceutical and clinical work. As well as considerable experience in culturing anaerobic and microaerophilic bacteria, our scientists have a key role in new product development.

They are also on hand to help customers with the best practical, productive ways of using products supplied by DWS.



UKAS CALIBRATION/ VALIDATION

100% confidence

To provide you with 100% confidence in your processes and ensure your equipment and procedures will stand up to scrutiny,

DWS offers UKAS calibration and validation services for heat sterilisation equipment, temperature controlled processes, temperature indicators and non-automatic weighing machines.

This flexible onsite and offsite service is undertaken by our team of experts who will take the time to explain the work they carry out.

If you are a service contract customer, we can schedule your UKAS calibration/validation work to take place at the same time as routine servicing to save you time and money.



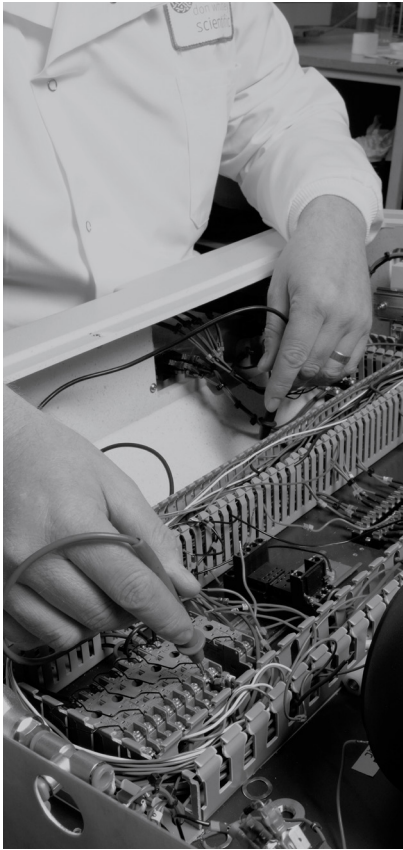
TEMPERATURE MAPPING

On-going compliance

In today's increasingly regulated environment, the need to demonstrate on-going compliance with quality and safety standards is part of laboratory life.

DWS is UKAS accredited to provide temperature mapping of Whitley Workstations, other anaerobic chambers, incubators, ovens, fridges or freezers using up to 12 thermocouples. This is useful when you need to identify any temperature gradients that may be present and need to be avoided when carrying out particularly sensitive incubation tasks.

Our on-site service means the work can be carried out at your convenience with certificates supplied promptly.



Don Whitley Scientific Limited

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don whitley
scientific
culturing innovation