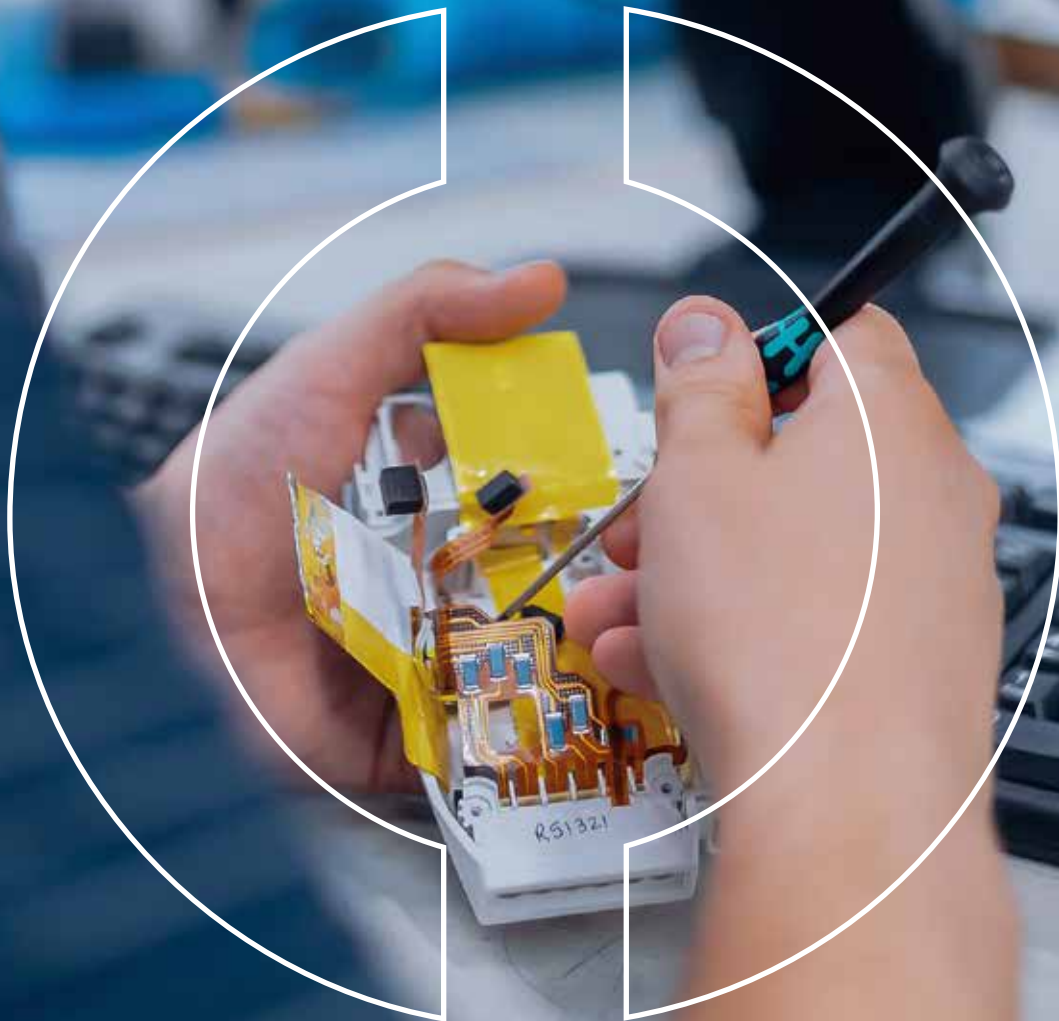




Reliability.
Redefined.

tenacore





Advancing Healthcare with Precision and Care

At Tenacore, we're dedicated to excellence in medical device repairs and to providing healthcare professionals with superior spare parts and accessories. Our expertise extends beyond technical precision to a deep understanding of the needs of healthcare professionals and patients. We lead with medical innovations that enhance the lifespan of medical equipment, supporting the vital work of healthcare providers and improving patient care.

Our mission is centred on advancing healthcare through our extensive repair services and by supplying a broad range of essential parts. From OEM-compatible components to bespoke solutions, we deliver customer satisfaction and uphold the highest integrity in every product we supply and every device we restore.

Operating in a field where technology and human care converge, Tenacore stands as a trusted partner. We are dedicated to propelling the medical industry forward with reliable solutions and progressive advancements, creating an environment where exceptional quality and sustainability are not just goals but our standard of operation.



You can count on Tenacore

2023 in numbers

500+

hospitals supported

3,250+

repairs performed

97%

repair yield

86%

of repairs performed within 10 days

35,000

parts and accessories supplied

Efficiency and Precision in Service

Our process involves meticulous care and efficiency. From assessment to delivery, we handle each step with professional expertise. Clients trust in our process, knowing their equipment receives the highest standard of service, ensuring seamless performance.

Forging a Sustainable Path in Healthcare

Sustainability is integral to Tenacore's operations. We aim to provide today's solutions with tomorrow in mind, leading in eco-friendly medical technologies and practices for a sustainable world. Our proactive approach to innovation encompasses the welfare of patients, professionals, and the environment.

By repairing and refurbishing medical devices, Tenacore directly reduces the lifecycle GHG emissions associated with new equipment production. Our commitment to sustainability not only extends the functionality of existing technology but also supports the healthcare sector's transition to a lower carbon footprint.

Guaranteed Reliable Repairs

The healthcare sector demands constant readiness, and our repair services are swift, comprehensive, and reliable, ensuring medical staff have essential equipment at their disposal.

Every repair we undertake is accompanied by rigorous testing and diagnostic procedures, followed by a detailed service report that outlines the work performed, parts replaced, and the results of post-service tests. This transparent approach guarantees that every piece of equipment we handle is restored to meet the highest functional standards.

A Collective Passion for Excellence

The Tenacore team is pivotal to our operations. A group of skilled individuals, from experienced technicians to customer service specialists, unite to deliver on the Tenacore promise of exceptional quality. Our culture is centred on progress and innovation, empowering every team member to contribute to better healthcare outcomes. Collectively, we are a family dedicated to improving lives.

Our services are swift, transparent, and cost-effective, meticulously designed to reduce downtime and optimise equipment performance. This ensures your attention remains fixed on what matters most – patient care.

Partnering with Tenacore means more than just accessing products and services; it means aligning with a partner who holds the quality and urgency of your work in the same high regard as you do, one equally committed to the enhancement of lives.



Parts and Accessories That Set the Standard

Catering to a diverse array of makes and models, our wide range of OEM-compatible accessories and spare parts ensures continuity, even for end-of-life equipment. Rigorously tested for quality, they are guaranteed to meet or exceed industry standards, providing seamless integration with existing systems.



Precision Engineered for Monitoring and Diagnostics:

- **Spo2 Solutions:** Offering both reusable and disposable Spo2 sensors and adapter cables, crafted for accurate and responsive oxygen saturation monitoring.
- **ECG/EKG Leads:** Durable and precise, our ECG/EKG leads ensure reliable heart rate monitoring and diagnostic clarity.
- **NIBP Cuffs and Hoses:** Designed for comfort and consistent performance, our NIBP cuffs and hoses suit a range of patient sizes and monitoring environments.
- **Temperature Cables:** High-quality temperature cables for precise patient temperature measurements, ensuring immediate and accurate readings.
- **IBP Adapter Cables and Transducers:** Our invasive blood pressure (IBP) solutions provide the critical link between patient and monitor, delivering accurate blood pressure data with exceptional reliability.
- **Spare Parts:** Our spare parts, designed to match OEM fit and function, ensure your medical equipment runs smoothly and reliably.
- **CTG Transducers and Event Markers:** Precision-engineered for dependable monitoring, our CTG transducers and event markers provide clear, consistent readings to support clinicians in maternal and fetal care.

Our products embody quality, meticulously designed for healthcare professionals who expect not just reliability and accuracy, but also superior performance and enduring compatibility across all medical systems.



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Profiles

3 Wave

Temp Low



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Pulse

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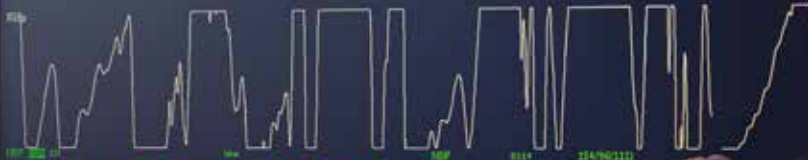
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SpO2

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PHILIPS

Patient Monitoring Repairs: Ensuring Continuous Care

In-Depth Experience and Expertise

Our experienced engineers excel in precise board and component-level repairs, catering to a wide array of manufacturers, including Philips, GE Healthcare, Dräger, and Mindray. This expertise is crucial for hospital wards to maintain operation, ensuring seamless functionality and patient flow.

Comprehensive Repair Scope

Tenacore's range of services includes everything from routine casing replacements and software upgrades to complex issues such as power failures and display malfunctions. We complete these repairs to get your equipment operational, leveraging our extensive knowledge and specialised tools to get your equipment operational swiftly, and strive to complete repairs within 7-10 business days.

Specialised Monitor, Module and Telemetry Repairs

We offer a cost-effective and efficient alternative to OEM services. Our repair service extends your critical monitoring equipment's lifespan, such as modules and telemetry transmitters, providing solutions that are more affordable than OEM repair and replacement options.

Guaranteed Quality and Rapid Turnaround

Committed to providing exceptional value with rapid service turnaround, our processes are backed by stringent ISO certifications, ensuring the highest quality. We confidently support our work with a comprehensive 12-month warranty on repairs. Our commitment also includes support for 'end of service life' devices no longer supported by the OEM, helping to keep this essential equipment in service for as long as possible.



Oxygen Blender Overhauls: Precision in Every Step

Tenacore's oxygen blender overhaul service combines meticulous care and technical proficiency, ensuring optimal functionality and precision. Performed in an ISO 13485:2016 certified facility, each overhaul comes with a 12-month warranty. The typical turnaround is 7-10 days, with loaner units available to ensure continuous service.

Streamlined Overhaul Process

- **Disassembly:** Complete dismantling allows for thorough inspection and cleaning.
- **Cleaning:** Utilising ultrasonic baths for internal component cleansing.
- **Component Inspection:** All parts undergo a thorough inspection, and any found to be worn or damaged are replaced with high-quality counterparts.
- **Replacement of Parts:** Routine updates of o-rings, filters, and diaphragms as per OEM specification to maintain device integrity.
- **Reassembly:** Skilled technicians carefully reconstruct the unit.
- **Calibration and Testing:** Extensive checks post-assembly to meet OEM specifications for accuracy.
- **Service Reporting:** Providing detailed reports for full transparency on the overhaul process and testing outcomes.



In conjunction with our specialised overhaul service, Tenacore also offers Self-Service Repair Kits, complete with all necessary components for a full service. Designed for simplicity, these kits enable in-house overhauls that meet our stringent quality standards.





Ultrasound Probe Repairs: Extending Life, Maximising Value

Diagnostic Excellence

Ultrasonography is indispensable for diagnostics. Tenacore specialises in multi-vendor probe repairs, addressing the delicacy required for ultrasound and TOE/TEE probes with precision. Our advanced FirstCall test system and proficient engineers ensure your probes are maintained to the highest standards.

Repair Services

Our engineers excel at conducting a comprehensive range of repairs, including:

- **Crystal Dropout:**
Restoring the clarity and accuracy of imaging.
- **Connector and Casing Damage:**
Ensuring secure connections and protective housing.
- **Cable and Jacket Repair:**
Addressing wear and tear for optimal performance.
- **Full Cosmetic Refurbishment:**
Refreshing the probe's appearance and ergonomics.
- **Lens and Strain Relief Replacement:**
Preserving the integrity and longevity of the probe.
- **Lens and Insertion Tube Care:**
For optimal viewing and easy insertion.
- **Bending Neck and Articulation Cable Replacement:**
Smooth operation for precise diagnostics.
- **Connector and Motor Control Repair:**
Ensuring reliability and ease of use in every examination.

Cost-Effective Solutions

Choose Tenacore's refurbishment services to extend the lifespan of your probes, achieving considerable cost savings compared to purchasing new replacements. We back all ultrasound probe repairs with a 6-month warranty, delivering dependable service without the high expense.



Easy Access to Essential Medical Equipment

Our online portal at tenacore.co.uk simplifies procurement, providing a vast selection of over 750 SKUs in essential medical equipment like SPO2, EKG, ECG, NIBP, IBP, Temp Cables and Sensors. We're simplifying the supply chain for medical facilities of all sizes, ensuring that you have quick access to the essential medical equipment you need.

User-Friendly Experience

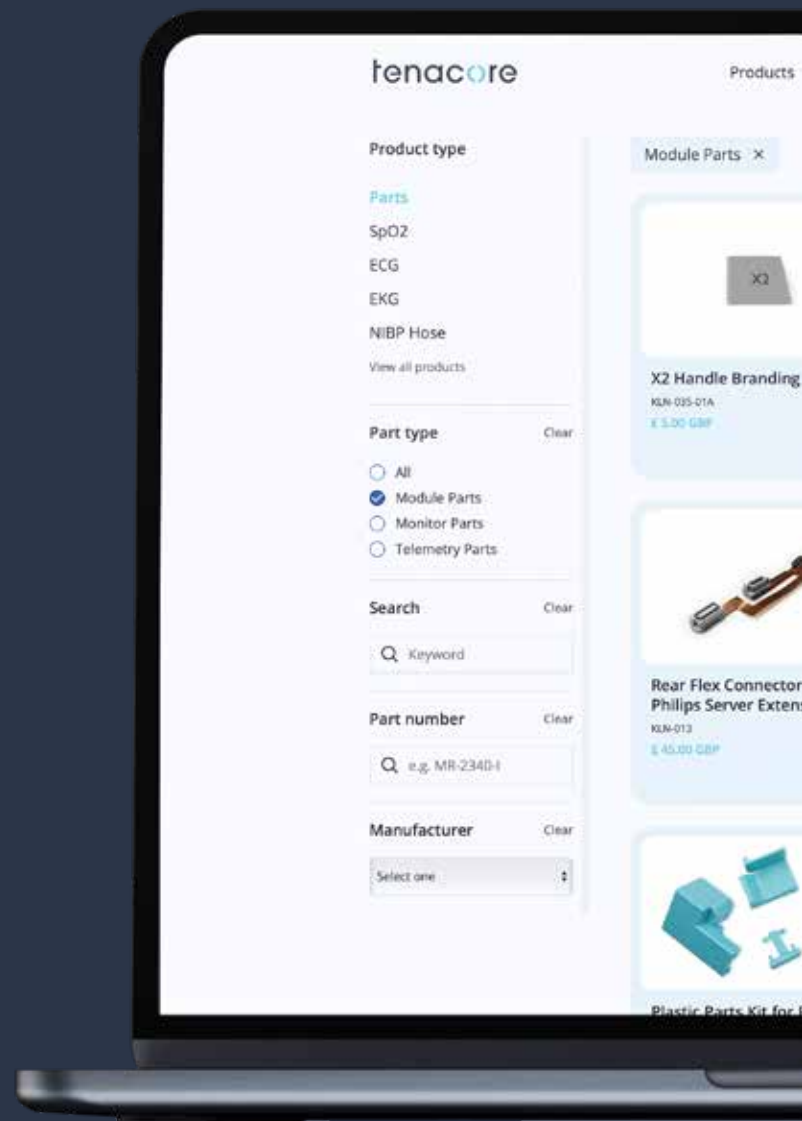
Experience seamless ordering with our user-friendly platform, complete with real-time tracking, detailed order history, and up-to-date stock levels, all designed to make the management of your medical supplies straightforward and stress-free.

Supporting Healthcare Budgets

Recognising the financial constraints within healthcare, our portal presents quality products at cost-effective prices, enabling alignment with fiscal planning without compromising patient safety.

A Superior Service

Should you require additional guidance or bespoke solutions, our expert team is just a call away. They are ready to provide the support you need, matching the reliability and effectiveness of the medical products we deliver. At Tenacore, we pride ourselves on a service that upholds our commitment to outstanding customer care, mirroring the excellence of our medical products.

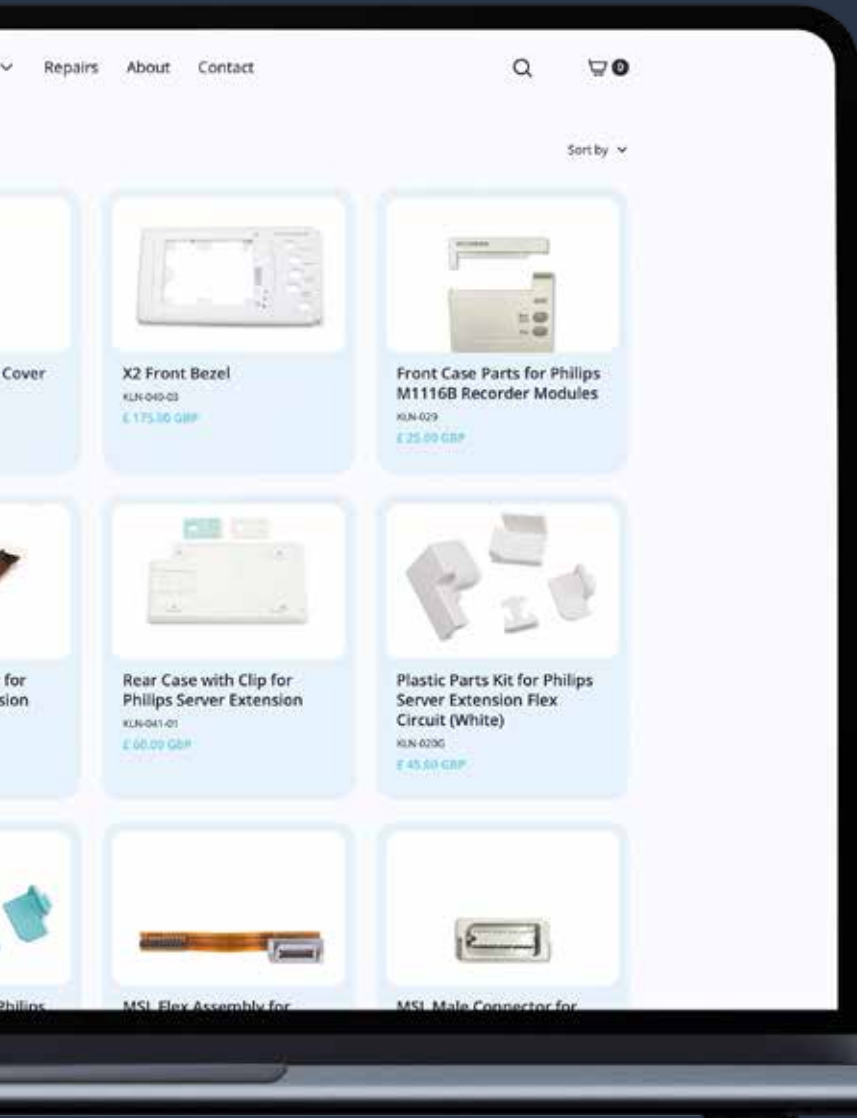


Certified Quality, Acknowledged Excellence

At Tenacore, our commitment to quality is backed by internationally recognised certifications, reflecting our dedication to meeting the rigorous demands of the healthcare industry.

Our repair and manufacturing process follow **ISO 9001:2015** and **ISO 13485:2016** certifications, illustrating our highest regard for quality and patient safety. Our products comply with UKCA and CE standards demonstrating our pledge to uphold regulatory excellence within the European framework.

These certifications represent the foundation of trust upon which healthcare professionals and patients rely when choosing Tenacore.





tenacore

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Empowering healthcare, enhancing lives