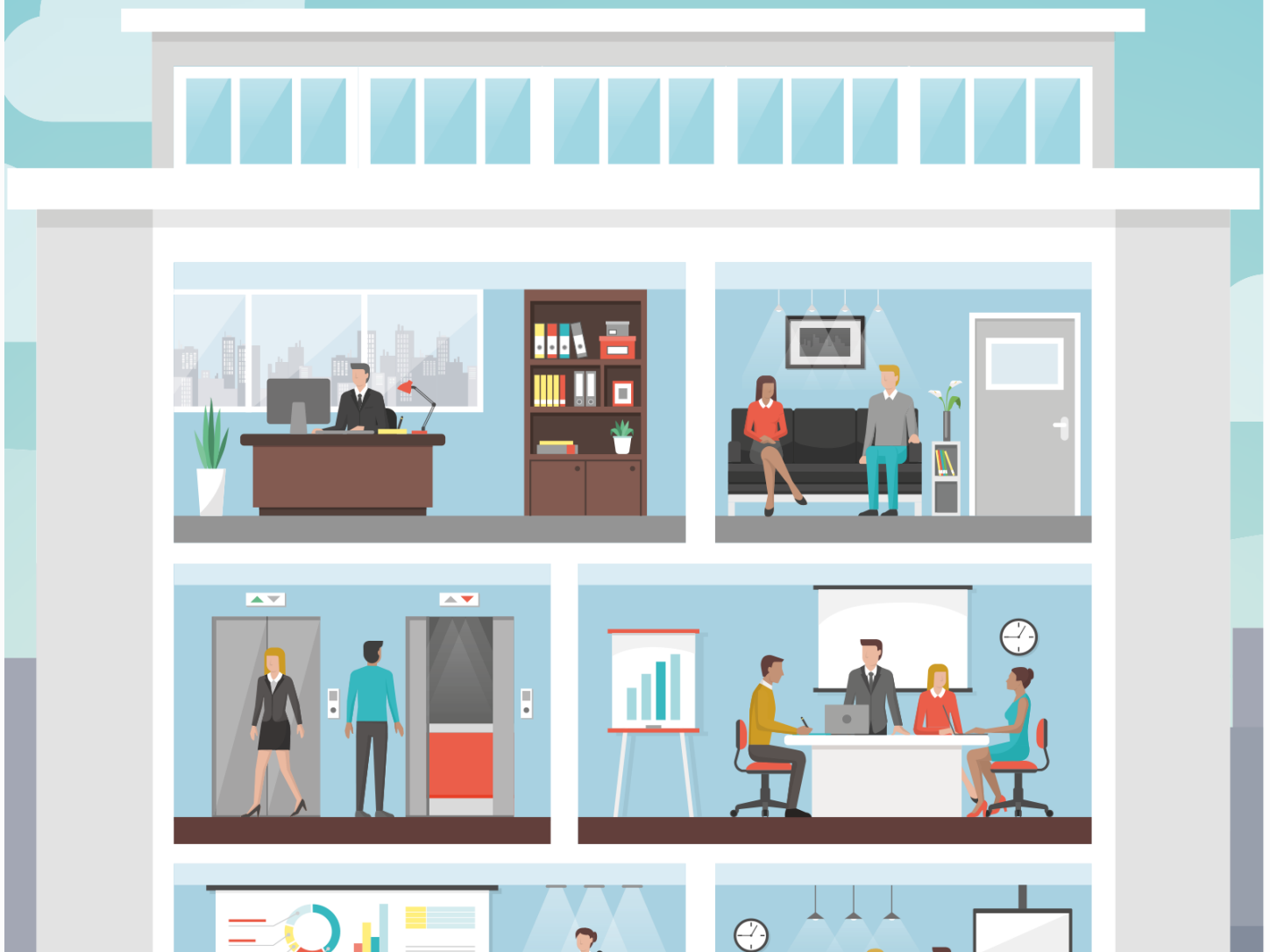


Service and Maintenance

With our Annual Service and Maintenance options, we help you keep compliant with the latest standards and improve your facilities for the hearing and hard of hearing.



Hearing Tests | Earwax Removal | Hearing Aids

Your local mobile hearing care specialists

How we Help



Keeping you compliant

We are often asked, ‘Why do we need our hard of hearing system serviced, and is it the law to have it serviced?’ Our answer to this is; ‘There is no law that says you must have your system serviced.’ However, **it is unlawful** (Equality Act 2010) to put a hearing impaired person at a disadvantage if the loop system is not performing to BS EN 60118-4:2015.

Annual servicing

All employers, service providers and public buildings have to make reasonable adjustments to improve the accessibility of their service for disabled customers and staff. A failure to make reasonable adjustments results in discrimination against disabled persons. We offer **annual servicing** (recommended in BS 7594:2011) or ad-hoc maintenance for all hard of hearing and audio systems.



Training your staff

Once your system has been installed, we provide training for your staff on how to use the system and make regular system checks. We recommend a trained member of staff checks the system weekly and logs the test results, as well as having an Annual Service. We also train staff on how to deal with issues hearing aid users may face. In the event that the system isn't working properly, always contact us as soon as you can.

What we do:

- Issue a Certificate of Conformity per system
- Provide training on how to use the system
- Provide clear instruction manuals
- Provide signage indicating a system is installed
- Report on faults and provide quotes for repairs
- Provide telephone support

Why Symphony Hearing?

By installing a loop system, you and your organisation have already taken steps to provide a positive impact on the lives of over 9 million people in the UK who suffer with deafness or hearing impairment.

Symphony Hearing are the experts in providing a wide range of solutions to help both the hearing and hard of hearing break through the sound barrier. Their fully trained, experienced and qualified engineers install, service and maintain your system to ensure it is working to the best of its ability. This enables you to help people hear better, and keeps you compliant with the latest legislative requirements.



Caring for you tomorrow, as well as today

For more information or to book a consultation, please call us on **0333 323 0727**

The logo for Symphony Hearing, featuring a stylized purple ear icon with sound waves to the left of the text 'Symphony Hearing'. 'Symphony' is in a larger, purple font, and 'Hearing' is in a smaller, purple font below it.

Hearing Tests | Earwax Removal | Hearing Aids

Your local mobile hearing care specialists