



Important Service Advisory for Rhima Deko 190 Customers

Dear Customer,

We are writing to bring an important matter to your attention regarding the servicing, validation and assessment of Rhima Deko 190 washer disinfectors.

At Rhima, we take great pride in the quality of our products, the reliability of our equipment and the standard of service we provide to our customers. It is unfortunate that we are having to write this letter; however, we believe it is important to ensure our customers receive accurate information and are not unnecessarily concerned or misled about the performance, compliance or serviceability of their equipment.

Rhima has become aware that some service providers may be using misleading validation practices or making inaccurate technical claims that create the impression that Rhima equipment is non-compliant, unsuitable for continued use, or at end-of-life. In some cases, this may lead customers to believe that replacement is required when, with appropriate servicing and validation, the equipment may continue to operate safely and effectively.

The Rhima Deko 190 has been designed for long-term performance when maintained and validated in accordance with the manufacturer's recommendations. Regular preventative maintenance and thermal validation are important to support reliable operation, infection control outcomes and compliance with applicable washer disinfectant standards.

A significant number of Rhima Deko 190 machines remain in operation across Australia, including units approaching or exceeding 20 years of service, and many continue to validate accurately against Australian and international standards when maintained and serviced in accordance with the manufacturer's recommendations.

To ensure your Rhima Deko 190 is being serviced, validated and assessed correctly, we strongly recommend that customers contact Rhima directly before accepting any advice that a machine is non-compliant, obsolete or requires replacement.

Our factory-trained service team understands the DEKO range and can provide guidance on manufacturer-recommended servicing, preventative maintenance, validation requirements, spare parts availability and any technical concerns relating to your equipment.

For assistance or to confirm the correct service approach for your Rhima Deko 190, please contact Rhima on **1300 347 944** or email service@rhima.com.au.

Thank you for your continued trust in Rhima. We remain committed to supporting our customers with accurate technical advice, reliable service and long-term equipment performance.

Kind regards,

Sarah Vandertop

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Co-CEO / Rhima Australia

Rhima Australia Pty Ltd
ABN 63 007 242 604
72-74 Woodlands Drive Braeside 3195
PO Box 605 Braeside Vic 3195
Tel: 03 8586 5444 Fax: 03 8586 5454
www.rhima.com.au

