VAN ROON

Van Roon Medical UK Ltd
People and Culture

Field service engineer induction programme

Intake 2026-3 · **Dates** 12 to 23 October 2026 · **Location** Morley service centre, training room · **Issued** 9 October 2026

Welcome

Welcome to Van Roon Medical UK. For the next two weeks you will be at Morley, learning the products, our systems and how we work. After that you will spend four weeks working alongside an experienced engineer in your territory before taking calls on your own.

Please arrive by 08:45 on your first day. Parking is in front of the building. Bring your driving licence, a document showing your right to work in the UK, and your bank details for payroll.

This intake

Name	Engineer ID	Territory	Shadowing with
Kieran Bastow	FSE-0417	North West	FSE-0207
Leanne Oakes	FSE-0418	South and West Yorkshire	FSE-0122
Tomasz Wilk	FSE-0419	East Midlands	FSE-0311

Timetable

Day	Programme
Mon 12 Oct	09:00 Welcome, Graham Pettifer. 09:30 IT: laptop, phone, van tracker, service portal account (Martin Copley). 11:00 Health and safety; lone working. 13:30 Tour of Morley: workshop, parts store, training room. 15:00 HR paperwork.
Tue 13 Oct	VR-7: construction and operation (training room). Positions, emergency functions, side rails.
Wed 14 Oct	VR-7: planned maintenance to the checklist; electrical safety testing.
Thu 15 Oct	VR-7: the service tool; event logs; controller exchange; scale calibration with test weights.
Fri 16 Oct	VR-7 XW differences; batteries and the charge profile (FSN-UK-2026-02). Level 2 assessment, VR-7 and VR-7 XW.
Mon 19 Oct	VR-5: construction, planned maintenance and repairs.
Tue 20 Oct	VR-A4 pump and surfaces. Level 2 assessment, VR-5 and VR-A4 pump.
Wed 21 Oct	A day on an intensive-care unit with the clinical education team (Niamh Farrelly).
Thu 22 Oct	Service desk: how jobs are logged and planned. Customer notices and incident reports (Joanne Thackray). Van stock and exchange units (parts team).
Fri 23 Oct	Van handover. Territory briefing with your shadowing engineer. Questions.

Your accounts

Your engineer ID is your user name for the service portal, the service tool and the job system. On day 1 your portal account is set up with the first password for this intake: **VanRoon-Oct26**

Change it in the portal (My account) within seven days. Never share your password or write it on your laptop.

What you will be given

- Laptop with the service tool and job system; mobile phone.
- Van, fuel card and van stock to the standard list.
- Electrical safety tester and test weights set (signed for).
- Uniform and safety footwear.

Contacts

Director of Service	Graham Pettifer
Technical support	Martin Copley, extension 2214
People and Culture	careers@vanroon.uk
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