

Service & Maintenance Options



SILVER	
Frequency	<p>1 Planned Annual Visit 1 Non-Chargeable Call-Out Visits (Unplanned) Contract Renewed Annually</p>
Reporting	<p>A "Service & Safety Check Report" is compiled for each Medical Device. These include extensive details from; Device Make / Model, Serial No, Manufacture Date, On-Site Location, SWL, Order Number & File Number. A copy is Provided to the End User. Each Copy is Signed by End User and Service Technician Present.</p> <p>The Following Areas are covered in the report:</p> <ul style="list-style-type: none"> - Fixings - Mechanisms - Covers / Upholstery - Castor Wheels - Cables / Levers - Actuator Functions - Batteries - Power Cables - Linak OpenBus SDT 2 Report (Where Applicable) <p>When necessary the Service Technician will recommend Replacement Parts / Repair Work to be carried out. There is a provision for this to be recorded on the Report for the Vendor and End User's Mutual Reference.</p>
Ensuing Maintenance	<p>Each Medical Device has an Individual "Service Record Label" stating Date of Service, Date of next Service Due and Service Technician. Each Service Visit is recorded on a computer database. A reminder will be sent to the End User 1 Month Prior to the Service being due to allow the imminent Service Visit to be planned properly causing minimal disruption to the Healthcare Environment.</p>
Service Follow-Up	<p>Following the Service Visit – should any Parts / Repair be required – the Aftersales & Technical Dept. will raise a Quotation. For mutual reference – there is a dedicated section on the "Service & Safety Check Report" to specify recommended Parts /Repairs. On the SILVER Contract all Spare Parts incur a 10% Discount.</p>
Technical Issues	<p>In the incident of a Technical Issue or Fault – Troubleshooting Assistance will be given <u>Within 48 Hours</u> by Telephone or E-mail. If this is unsuccessful a Technician Call-Out is Required. The End-User will be notified <u>Within 48 Hours</u> as to when a Call-Out Visit will take place. On the SILVER Contract – the 1st Call-Out Visit is <u>Not Chargeable</u> – However, Spare Parts remain chargeable (Whilst Retaining their 10% Discount).</p>
Issue Reporting	<p>For every issue that occurs – an Aftersales Issue will be raised on a Non-Conformances Database. Each Issue will be given a Unique I.D for ease</p>

	of Tracking. As a Part of Care-Med's Commitment to ISO 9001 Quality Accreditation – this database is open to be Independently Inspected by Quality Auditors.
Loan Equipment	Where needed – Loan Equipment will be Provided at a Subsidised rate** **Care-Med cannot guarantee that the Equipment will be Exact same model as Device out of action. All Loan Equipment will Incur – Delivery, Daily Rental & Collection / Decontamination Fees.
Pricing	Monthly Payment Per Item
Spare Parts	All Chargeable Spare Parts on Schedule One – Comprehensive Contract Incur a <u>10% Discount off List Price.</u>

