



**THREE DAY  
POSTAL PLATINUM  
SERVICE LEVEL AGREEMENT – 1208707**

<b>Target time: Under 48 hours</b>  We aim to complete the maintenance / calibration / verification within 48 hours of receiving your instrument	<b>Guaranteed time: 72 hours</b>  We will complete the maintenance / calibration / verification within 72 hours of receiving your instrument
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### What the Agreement includes

One preventative maintenance service at our Cambridge facility where we:

- (i) Inspect and test the instrument in its as received state
- (ii) Take pre adjustment readings
- (iii) Dismantle, clean and inspect key components
- (iv) Re-fill storage solution in probes
- (v) Replace batteries with less than 80% of specified voltage
- (vi) Correct minor defects
- (vii) Adjust the instrument parameters if necessary
- (viii) Reassemble and test the instrument
- (ix) Take final readings
- (x) Supply calibration certificate including any advisory notes
- (xi) Return the instrument to you using next day delivery

and

- (xii) Priority inspections of failed instruments within 1 working day of receipt
- (xiii) Priority telephone and e-mail technical support from our service engineers
- (xiv) 20% discount of the cost of repair of any instrument sent to our facility in Cambridge (including spares)
- (xv) Discounts off the renewal cost (when renewing within 30 days of the renewal date)
- (xvi) Discounts off replacement instruments in the event it is considered beyond economical repair
- (xvii) Discounts for multiple instruments
- (xviii) Free re-delivery of your instrument(s)

### When the clock starts ticking

The clock will start ticking when:

1. We have received the instrument at our Cambridge facility
2. We have received a completed decontamination certificate (where applicable)
3. The instrument is covered by an existing and current Postal Platinum Three Day Service Level Agreement (annual contract)



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### Exclusions and limitations

- (a) The instrument(s) must be received by Camlab before midday
- (b) The target and guaranteed response times will not apply to any instrument that requires a repair. In this instance we will contact you to advise this on a quotation for the works.
- (c) The instrument must be returned with batteries, power supplies and main accessories otherwise we may not be able to start the works
- (d) This Service Level Agreement excludes weekends and public holidays
- (e) We can only accept a maximum of 5 instruments per customer per day

### If we fail to meet the guaranteed receipt to dispatch time

You can request a refund of 10% of the pro rata individual instrument price on the Postal Platinum Three Day Service Level Agreement (annual contract).

### Sending something to us

Please make sure you:

- (i) Label the package “Service item FAO Three Day Postal Platinum”
- (ii) Include a copy of the completed decontamination certificate in the package

### What instruments are covered by the Postal Platinum 3 day agreement

Please check before placing your order but in general the following instrument types are covered by this Three Day Service Level Agreement:

Biochemical Oxygen Demand (BOD), Cooling baths, Cryometers, Osmometers, Water baths