



## **PREMIER SILVER SERVICE LEVEL AGREEMENT – 1159102**

### **INSTRUMENT MAINTENANCE & CALIBRATION / VERIFICATION AT CUSTOMER SITE**

#### **KNOWN SINGLE OR MULTIPLE MIXED INSTRUMENTS**

#### How it works

- 1 Tell us what instruments you want covered under the Premier Silver Service Level Agreement (one contract per site location)
- 2 Camlab will quote for the based on the number of days works they consider it might take
- 3 Following order cover and payment, Camlab will agree a date for our engineer to visit and carry out the works. Please note that any instrument not available on the day the engineer visits will not be completed and no re-visit will be due

#### What the Agreement includes

One preventative maintenance & calibration / verification service per contract instrument that is made available on the specified visit day at the customer site in accordance with the following method statements:

MS01 Glasswasher Maintenance and Service

MS03 Incubators Ovens and Climate chambers

MS04 Handheld and Bench top instrument maintenance calibration and repair

MS05 Fume hoods and storage cabinets

#### Additional benefits of having a Service Level Agreement

- (i) Priority inspections / repairs of failed instruments
- (ii) Priority telephone and e-mail technical support from our service engineers
- (iii) 20% discount off the cost of repair of any instrument
- (iv) Discounts off the renewal cost (when renewing within 30 days of the renewal date)
- (v) Discounts off replacement instruments in the event it is considered beyond economical repair
- (vi) Discounts for multiple instruments on the same agreement. Additional items can be added to the contract at any time as long as the items are serviced on the same day(s) / during the same planned visits. Fees for additional items will apply
- (vii) Automatic reminders when your agreement is due to be renewed



**PREMIER SILVER  
SERVICE LEVEL AGREEMENT – 1159102**

**INSTRUMENT MAINTENANCE & CALIBRATION / VERIFICATION AT CUSTOMER SITE**

**KNOWN SINGLE OR MULTIPLE MIXED INSTRUMENTS**

Exclusions and limitations

- (a) If you have multiple instruments on the agreement, they must all be available at the same site and same time and day as our engineer visits. If these are not available at the same time, additional fees for re-visits will apply.
- (b) Instruments must be made available with batteries, power supplies and main accessories otherwise we may not be able to start the works
- (c) The agreement does not cover any required repairs or any materials required to effect a repair
- (d) A decontamination certificate will be required before works can commence
- (e) This Service Level Agreement excludes any works being carried out on weekends and public holidays
- (f) If Camlab attend site (having gained agreement on time and date in writing) and are not allowed/able to carry out our works (for any reason caused by the customer), the labour and travel will be chargeable at the normal Camlab charging rates
- (g) All payments for maintenance / service contracts are payable in full in advance