

Silver Service Contract:

A Planned Preventative Maintenance Contract renewable on a 1-year basis including:

- An Annual return to base PPM.
- No Labour charges to service or repair your equipment.
- Free of charge software upgrade to latest configuration (See Terms & Conditions).
- Any additional components required charged at discounted rate.

Cost of Silver Service Contract per pump/annum:

- 1 – 50 pumps - **£POA**
- 50 + pumps - **£POA**

Gold Service Contract:

A comprehensive contract renewable on a 1-year basis including:

- Unlimited return to base repairs or servicing.
- No labour charges to service or repair your equipment.
- No charge for replacement of defective components (Does not cover damage caused through mishandling)
- Free of charge software upgrade to latest configuration (See Terms & Conditions).

Cost of Gold Service Contract per pump/annum:

- 1 – 10 pumps - **£POA**
- 11 – 50 pumps - **£POA**
- 50 + pumps - **£POA**

Platinum Service Contract:

A fully comprehensive worry-free contract renewable on a 1-year basis including:

- Unlimited return to base repairs or servicing.
- No labour charges to service or repair your equipment.
- No charge for replacement of defective components even through mishandling.
- Free of charge software upgrade to latest configuration (See Terms & Conditions).

Cost of Platinum Service Contract per pump/annum:

- 1 – 10 pumps - **£POA**
- 11 – 50 pumps - **£POA**
- 50 + pumps - **£POA**

All service contract agreements detailed above cover the following equipment:

Volumed μ VP5000 & μ VP5005
Volumed μ VP7000 SIL, μ VP7000 PVC & μ VP7000 LITE
Syramed μ SP6000, μ SP6000ANE, μ SP6000PCA & μ SP6000 LITE

Please see Terms & Conditions overleaf

Terms & Conditions

- All service contract work will be carried out at our headquarters in West Horndon, Essex.
- The service contract agreement will commence for a 12-month period upon receipt of an official order.
- All repairs under the service contract agreement are covered by a 12-month warranty against faulty workmanship and materials.
- The cost of the contract includes uplift of the pump by request of the customer. Arcomedical Infusion Ltd reserves the right to allocate couriers.
- Up to 10 free of charge loan units per hospital will be made available on request.
- All pumps will be serviced and tested in accordance with their relevant test revision sheets.
- All pumps will be subject to the following:
 - Mechanical inspection and integrity.
 - Electrical inspection.
 - Primary testing.
 - Volume/Flow testing.
 - Occlusion testing.
 - Electrical safety testing.
- Specific work based on the Service Contract agreements will include:
 - Calibration of the pressure transducer.
 - Fitting of a new peristaltic rubber cover (in the case of the Volumed)
 - Fitting of a new pressure diaphragm (in the case of the Syramed)
 - Lubrication of all mechanical sub-assemblies.
- Latest revision software upgrades may not be available on earlier pumps.
- In the case of the Silver and Gold Service contract, any additional expenditure will be notified in writing via a Service Estimate Report. The repair will not continue until receipt of an official order to cover the additional cost.
- Arcomedical Infusion Ltd reserves the right to increase renewable premiums. An increase in premiums will be notified in writing no less than one calendar month before renewal.
- A service contract may not be terminated in whole or part by the customer after commencement.
- A contract renewal notice will be provided in writing one calendar month before expiry.
- Suspicions of abuse of the contract will be investigated and may result in suspension or immediate termination of the agreement. In this case, no refund of the premium in whole or part will be made.