

Customer Support 2011

- Explanatory Notes

- Warranty on all new systems is 12 months from delivery & warranty on replaced parts is 90 days from fitting.
- A variety of support contract plans are offered – some include 2 logged call outs during the contract period, others have all logged jobs extra. Calls out not covered by contract are at reduced rates, travel is charged one-way only.
 - Also, with Plan 1, Plan 3, Plan 4 and Plan 5 you can upgrade to unlimited call outs by adding 25% to the cost and the plan is then called e.g. “Plan 1ul”.
 - Callouts cannot be carried forward or rebated.
- All plans include unlimited e-mail and voice support.
- Travel inside the island as indicated, includes hotels where required. If air travel is required this will be extra.
- All prices assume new instruments supplied by PSL.
 - A premium of 20% applies to the first years work for systems sourced elsewhere and standard rates thereafter.
- If a system has been in use and not covered by our service or plans we will require the system to be assessed at standard rates, brought to proper operating condition and only then will a contract be issued.
- Support contracts are for a calendar year
 - Other durations are only by request and a 2.5% administration fee will apply.
- Discount for multiple instruments on the same site:

If more than one instrument on the same site is covered by contract then

 - a 5% discount applies to the second
 - and 10% for a third instrument
 - and a 15% discount for a 4th system and every subsequent system plan.
- Commencement discounts
 - 5% discount applies if contract proposal accepted (confirmed by purchase order) before date of commencement of contract, 2% discount applies if during first 30 days from date a contract starts
 - agreements not renewed during 30 days of expiry date are subject to surcharge of 1% per month or to cessation of contract cover
- Consumable discounts
 - 5% discount code will be included with each service plan for any consumables and spares for instruments covered by contract
- Academic discount
 - Applies to Basic Support and Special Services
- Systems outside of manufacturers support
 - When Manufacturer cease producing a model they usually support the system with parts and software for a further 7 years, and so will we.
 - After that we can only service on a best effort basis.
 - We will not issue contracts or plans for Out of Support systems (OOS).
 - Parts will become scarce and your system unrepairable.
- Instruments in the Plans are grouped according to their cost, complexity, number of accessory units that require support and also the degree of difficulty in service PM, OQ etc.
 - Typically a full instrument with one accessory will be in Category C.
 - And with 2 accessories in Category D.
 - Small instruments and equipment are in Category A
 - And Instruments with no accessory in category B.