

Customer Support Pricing for 2011

/Our prices are unchanged from 2010/

Order your 2011 contract before the end of 2010 to avail of an extra 5% discount (expires 10 Jan 2011)

Basic support charges	Sterling Price
Travel standard rate (planned visit)	£ 90/hr
Emergency call out travel (non contract, not planned)	£ 130/hr
Labour on site	£ 130/hr
Labour (factory rate)	£ 85/hr
Travel & Labour @ reduced rate (see full terms & conditions)	£ 85/hr
Service training (2 hr minimum) – travel extra	£ 130/hr
Software Update Verification – travel extra	£ 650
Technical Support (on customer site) – travel incl.	£ 1250 per day
Technical Support (in PSL's laboratory or reduced rate)	£ 700 per day
Parts minimum charge	£ 44

Validation and service A (small instruments) through E (multi accessory Instruments)

Special Service	Category A	Category B	Category C	Category D	Category E	Travel costs
PM service	£ 450	£ 1,050	£ 1,250	£ 1,600	£ 1,750	excluded
Verification	£ 300	£ 575	£ 660	£ 750	£ 850	excluded
OQ on site	£ 850	£ 1,850	£ 2,450	£ 2,900	£ 3,350	excluded

Annual service plans* (discounted packages of special services and call outs paid for annually in advance)

Contract Plan	Category A	Category B	Category C	Category D	Category E	Extra work
Plan 1 (PM and 2 other logged Jobs)	on request	£ 2,250	£ 2,400	£ 2,600	£ 2,850	2 jobs
Plan 2 (For Colleges only)	on request	£ 615	£ 800	£ 975	£ 1,150	Reduced rates
Plan 3 (PM/Ver/2logged jobs)	on request	£ 2,350	£ 2,550	£ 2,775	£ 2,950	2 jobs
Plan 4 (PM/OQ & 2logged jobs)	on request	£ 3,200	£ 3,800	£ 4,375	£ 5,000	2 jobs
Plan 4B logged jobs extra	on request	£ 2,750	£ 3,300	£ 3,700	£ 4,400	Reduced rates
Plan 5 (as plan 4, OQ twice a year)	on request	£ 4,750	£ 5,600	£ 6,500	£ 7,300	2 jobs
Plan 5B logged jobs extra	on request	£ 4,300	£ 5,000	£ 5,800	£ 6,600	Reduced rates
Plan 6 (All work & parts incl.)	on request	on request	£ 7,475	£ 8,250	£ 8,950	Total cover

* Agreements not renewed within 30 days of expiry date are subject to surcharge of 1% per month or to cessation of contract cover. Customers whose instruments are not under contract require a site visit at standard rates to assess condition before a contract is offered.