

# Customer Support Pricing 2010

Order your 2010 contract before end of 2009 & avail of 5% discount (expires Jan 8 2010)

Agreements not renewed before expiry are subject to surcharge of 1% per month or to cessation of contract cover.  
Customers not under contract require a site visit at standard rates to assess condition before a contract is proposed.

Basic support charges	Euro Price
Travel standard rate,	€ 110/hr
Emergency call out travel (non contract, not planned)	€ 150/hr
Labour on site	€ 150/hr
Labour (factory rate)	€ 100/hr
Travel & Labour @ reduced rate (see full terms)	€ 100/hr
Service training (2 hr minimum) – travel extra	€ 150/hr
Software Update Verification – travel extra	€ 760
Technical Support (on customer site),– travel incl.	€ 1400 p. day
Technical Support (in PSL's laboratory or reduced rate)	€ 800 p. day
Parts (minimum charge)	€ 50

**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	€ 500	€ 1,200	€ 1,450	€ 1,700	€ 1,950	excluded
Verification	€ 350	€ 650	€ 750	€ 850	€ 950	excluded
OQ on site	€ 950	€ 2,100	€ 2,800	€ 3,300	€ 3,800	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
<b>Plan 1</b> (PM and 2 other logged Jobs)	on request	€ 2,600	€ 2,750	€ 2,950	€ 3,250	2 jobs
<b>Plan 2</b> (For Colleges only)	on request	€ 700	€ 900	€ 1100	€ 1300	Reduced rates
<b>Plan 3</b> (PM/Ver/2logged jobs)	on request	€ 2,650	€ 2,900	€ 3,150	€ 3,350	2 jobs
<b>Plan 4</b> (PM/OQ & 2logged jobs)	on request	€ 3,650	€ 4,350	€ 4,975	€ 5,750	2 jobs
<b>Plan 4B</b> logged jobs extra	on request	€ 3,100	€ 3,775	€ 4,200	€ 5,000	Reduced rates
<b>Plan 5</b> (as plan 4, OQ twice a year)	on request	€ 5,400	€ 6,350	€ 7,350	€ 8,300	2 jobs
<b>Plan 5B</b> logged jobs extra	on request	€ 4,900	€ 5,700	€ 6,600	€ 7,500	Reduced rates
<b>Plan 6</b> (All work & parts incl.)	on request	on request	€ 8,500	€ 9,300	€ 10,200	Total cover