

## **SERVICING OPTIONS & COSTS**

Products that require servicing can be broken down into 3 categories:

- Items that require ½ hour for an annual service and are small enough to be shipped between the customer and Viamed by a courier service.
- Items that require 1 hour for an annual service and are small enough to be shipped between the customer and Viamed by a courier service.
- Items that are fixed or too large to be shipped between the customer and Viamed by a courier service and require an on-site visit.

### **Servicing Details**

- Unit checked mechanically and/or electrically
- Unit checked to original specifications
- Functional check
- Calibration check
- Safety check to IEC601, with test sheet where appropriate
- Upgrades incorporated. Note: parts fitted during upgrade may be chargeable
- Replacement parts are chargeable

Equipment can be serviced at the customers' location in multiple units during a routine annual service visit, or individually as a result of an unscheduled call-out.

Small equipment may also be returned to Viamed for service, and provision can be made to supply customers with a loan unit whilst the equipment is returned to Viamed.

### **Equipment serviced on-site: multiple items, annual service**

- Work carried out as listed in Servicing Details (see above)
- Travelling time will be charged to and from the customer's site
- Assumes multiple instruments will be available
- Waiting time will be charged if equipment is not available

### **Equipment serviced on-site: single equipment annual service or unscheduled call-out**

- Work carried out as listed in Servicing Details (see above)
- Travelling time will be charged to and from the customer's site
- Waiting time will be charged if equipment is not available

### **Equipment returned to Viamed: single equipment annual service**

- Work carried out as listed in Servicing Details (see above)
- Postage & Packing for return of equipment to customer is chargeable

### **Equipment returned to Viamed: single equipment annual service with loan item**

- Work carried out as listed in Servicing Details (see above)
- Postage & Packing for loan equipment sent in advance to customer is chargeable
- Postage & Packing for return of equipment to customer is chargeable

### **Current Rates**

Standard labour rate per hour	£90.00+VAT
Travelling time per hour, including mileage*	£90.00+VAT
Overnight stopover rate (equivalent to 1h travelling)	£90.00+VAT per night
Waiting time per hour	£90.00+VAT
Postage & Packing	£8.50+VAT per package
Parts will be charged at list price	

**All prices exclude VAT.**

**\*Concerning travelling expenses:** Travelling expenses are calculated using an estimated time, rounded up to the nearest 15-minute interval, for the total round-trip from Viamed's offices to the hospital (or location of equipment to be serviced) and back again, using route-planning software.

Should equipment not be made available at the appointed time and Viamed's service representative is required to wait, waiting time may be charged at £90.00+VAT per hour.

Should equipment not be made available at the appointed time and Viamed's service representative is required to make a return visit, travelling and waiting times will be charged for each service visit.

Wherever possible, if more than one day is required for the on-site service, Viamed's engineer will stay in the local area to minimize travelling expenses and maximize time on-site. When this occurs, Viamed charge for an overnight stopover, which is charged at the equivalent of 1h travelling.

