



VIAMED

Viamed Limited - 15 Station Road - Cross Hills
Keighley -West Yorkshire BD20 7DT - United Kingdom
Tel: 01535 634542 Fax: 01535 635582
Email: info@viamed.co.uk Website: www.viamed.co.uk

Service Contracts – Infant Resuscitation Cabinet v1.1
June 09

SERVICE CONTRACT

Product: Wall Mounted Infant Resuscitation Cabinet

Should it be required, Viamed can maintain equipment by way of an annual service visit.

In light of the fact that NHS Trusts' own Medical Engineering personnel may wish to maintain certain items of the equipment themselves, Viamed offer Service Contracts for different components of the system independently.

Any combination of the following three contracts can be requested:

- 1) Tom Thumb Annual Service: £90.00
Can be done via a Service Exchange swap-out program, or on-site, the latter will incur travelling expenses @ 90.00 per hour*.
- 2) Radiant Warmer Annual Service: £90.00
Can only be done via a site visit; this will incur travelling expenses @ £90.00 per hour*.
Note: Viamed can only service equipment that is fitted with a 13amp plug, not equipment that has been 'hard-wired' into a fused spur or other electrical outlet.
- 3) Infant Resuscitation Cabinet Annual Service: £90.00
Covers the cabinet itself and the rest of the components not detailed above.
Can only be done via a site visit, this will incur travelling expenses @ £90.00 per hour*.

A complete maintenance contract comprises of the aforementioned three separate contracts, resulting in an annual charge of £270.00 per cabinet, plus travelling and waiting charges.

Spare parts, other than those covered by warranty, will be chargeable.

**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 will be charged at £90.00 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.



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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)
- Traveling 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)
- Traveling 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)
- Includes Postage & Packing for return of equipment to customer

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

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



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Current Rates

Standard labour rate per hour	£90.00
Travelling time per hour, including mileage	£90.00
Waiting time per hour	£90.00
Postage & Packing	£8.50 each way per package
Parts will be charged at list price	

All prices exclude VAT.

Long-term contracts limited to price increases in line with HMG inflation figures.