



# VIAMED

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Service Contracts – Infant Resuscitation Cabinet v1.7  
April 2013

## **SERVICE CONTRACT**

**Product:** Wall Mounted Infant Resuscitation Cabinet

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

As NHS Trusts 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 (on site): £90.00+VAT**  
Can be done via a Service Exchange swap-out program, or on-site. Items returned to Viamed for service incur a return carriage charge of £10.00+VAT.
- 2) **Radiant Warmer Annual Service (on site): £90.00+VAT**  
Can only be done via a site visit; this will incur travelling expenses @ £90.00 +VAT per hour\*.  
*Note: Viamed can only perform a full electrical safety test on equipment that is fitted with a 13amp plug, not equipment that has been 'hard-wired' into a fused spur or other electrical outlet. For hard-wired equipment, the radiant warmer head unit will undergo an electrical safety test but the mounting arm will not.*
- 3) **Infant Resuscitation Cabinet Annual Service (on site): £90.00+VAT**  
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+VAT per hour\*.

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

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

***Important Note Concerning Additional Installed Equipment:*** The above contracts apply to a resuscitation cabinet system in standard configuration. If an air/oxygen blender has been installed into the system, an additional service schedule will be required:

- 4) **Air / Oxygen Blender Annual Service (on site): £90.00+VAT**  
**Plus Annual Service Kit @ £45.00+VAT**  
Includes routine replacement parts, any additional replacement parts will be chargeable.



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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. Unscheduled call-outs will incur traveling expenses.

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)
- Items returned to Viamed for service incur a return carriage charge of £10.00+VAT

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

- Work carried out as listed in Servicing Details (see above)
- Loan items sent to customer incur a carriage charge of £10.00+VAT
- Items returned to Viamed for service incur a return carriage charge of £10.00+VAT



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### **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	£10.00+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.

### **Service Training**

Viamed offer technical training for NHS technical personnel in the service and maintenance of the infant resuscitation cabinet system.

Training takes place at Viamed's offices and takes the form of a hands-on training session, with the opportunity to service and calibrate the equipment under the supervision of a Viamed engineer.

Viamed can arrange technical training NHS technical personnel in the service and maintenance of the air/oxygen blender. Training is provided by Inspiration Healthcare and takes place at the customer's site or at Inspiration Healthcare's base in Leicester, whichever is most convenient for the customer.

Please contact Viamed for costs and further details.