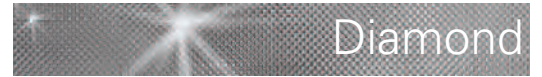


# Service



Diamond



Gold



Silver



Bronze

## Total Peace of Mind



SERVICE  
CONTRACTS



MAINTENANCE



SUPPORT



CALIBRATION



REPAIR



IQ OQ/PQ

Choice, Service and Trust

# camlab

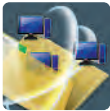


## Maintenance

With over 35 years of experience in scientific instrumentation repair and our own Internal and Field service engineers, Camlab is a name you can trust for Maintenance services, Repairs and Calibration. We also offer Technical support and advice by phone or e-mail and are able to undertake Special projects, modifications and custom engineering.

This year we are pleased to offer an extension to our support package with the Camlab Service Network for complete peace of mind.

For details on the services we offer please phone us on 01954 233 130 or E-mail the Service Department at [support@camlab.co.uk](mailto:support@camlab.co.uk) for a customised quotation on any of the following services...



## Support

Know your cost of ownership up front!

Combine a Service contract with an Extended Warranty for Total cover. This then gives you an annual maintenance service, calibration certificate and free parts\* and repairs in the event of a breakdown.

\*Extended Warranties exclude consumable parts such as Lamps, filters, etc, and are subject to the instrument being properly maintained and used. They must be taken out during the course of an existing warranty. (Either the original manufacturers warranty or an existing extended warranty)



## Calibration

Are you ordering a large item that you would like professionally commissioned? Do you need IQ/OQ/PQ certification? If so then Camlab has the expertise and engineers to arrange this for you.. We can calibrate and certify most equipment to traceable standards at any time or as part of the initial purchase according to your needs.

Contact our service department on 01954 233 130 or [service@camlab.co.uk](mailto:service@camlab.co.uk) for more information.



## Repair

Are you ordering a large item that you would like professionally commissioned? Do you need IQ/OQ/PQ certification? If so then Camlab has the expertise and engineers to arrange this for you..

We can calibrate and certify most equipment to traceable standards at any time or as part of the initial purchase according to your needs.

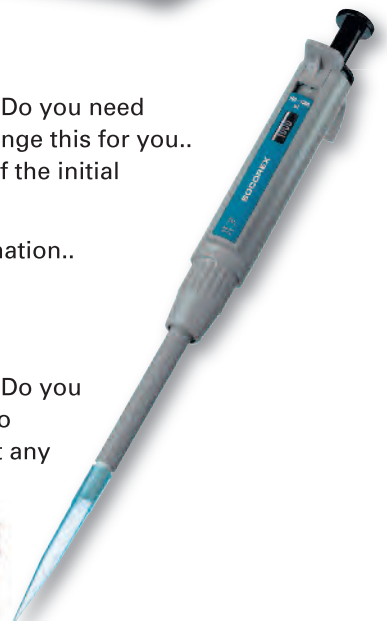
Contact our service department on 01954 233 130 or [service@camlab.co.uk](mailto:service@camlab.co.uk) for more information..



## IQ OQ/PQ

Are you ordering a large item that you would like professionally commissioned? Do you need IQ/OQ/PQ certification? If so then Camlab has the expertise and engineers to arrange this for you.. We can calibrate and certify most equipment to traceable standards at any time or as part of the initial purchase according to your needs.

Contact our service department on 01954 233 130 or [service@camlab.co.uk](mailto:service@camlab.co.uk) for more information.





# Service Contracts

## Bronze

This contract is ideal for customers who have a range of portable equipment that they prefer to return to Camlab for workshop repair, calibration and servicing.

The contract includes: an annual return of the instrument to Camlab for a service, calibration and certification of the instrument and access to the relevant product manuals. You will also receive a 5% discount on all spare parts, repairs and training.

## Silver

This contract is ideal for customers who have a range of instruments that are essential to their uptime. You can purchase either a Silver field repair contract or a Silver workshop repair contract depending on the size of your equipment and your preference for either field or workshop repair.

This contract includes: an annual service, calibration and certification and access to the relevant product manuals. You will also receive a 10% discount on all spare parts, repairs and training, in addition you will have access to loan equipment to ensure you are up and running as quickly as possible.

## Gold

This contract is ideal for customers where uptime is critical. You can purchase either a Gold field repair contract or a Gold workshop repair contract depending on the size of your equipment and your preference for either field or workshop repair.

This contract includes: an annual service, calibration and certification a free of charge breakdown visit or workshop return and access to the relevant product manuals. You will also receive a 15% discount on all spare parts, repairs and training in addition you will have access to loan equipment to ensure you are up and running as quickly as possible.

## Diamond

This contract is ideal for customers who require a completely customised solution, with the Platinum contract you can pick any of the options from the table. If you find that you have a requirement for something that isn't listed in the options just let us know and we will provide a solution. When you take out a platinum contract you are automatically entitled to membership of our Service Network.

### Service Contracts

Options	Bronze	Silver	Gold	Diamond	No Contract
	Workshop	Field or Workshop	Field or Workshop	(choose any from the list below)	
Preventative Maintenance	1 per annum	1 per annum	1 per annum	Tailored	
Breakdown Visit			1 per annum	Tailored	
Certificate	Yes	Yes	Yes	Tailored	
Calibration	Yes	Yes	Yes	Tailored	
OQ/PQ				Tailored	
Access To Manuals	Yes	Yes	Yes	Tailored	
Discount on Spare Parts	5%	10%	15%	Tailored	
Discount on Repairs	5%	10%	15%	Tailored	
Discount on Training	5%	10%	15%	Tailored	
Loan Equipment		Yes	Yes	Tailored	
Priority To Help Desk*	*	*	*	Tailored	
On Line Technical Support*	*	*	*	Tailored	
Access to FAQ					
Camlab Service Network	£75	£50	£25	Included	£250

# Quotation Request

Please quote me for the instruments listed below. I am interested in...

Please Tick

- Full Service and Support Contract
- Calibration Only
- IQ/OQ or PQ certification
- Please include my 5% Direct Debit discount (see below).

Manufacturer	Model	Serial No.	Approx Purchase	Service Level Required (Platinum, Gold, Silver, Bronze)

**Name:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_  
**Email:** \_\_\_\_\_  
**Fax:** \_\_\_\_\_

**Company:** \_\_\_\_\_  
**Dept:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
\_\_\_\_\_  
**City:** \_\_\_\_\_  
**County:** \_\_\_\_\_  
**Postcode:** \_\_\_\_\_



**DIRECT  
Debit**

**Hassle Free Renewal  
AND SAVE 5%**

Remove all the hassle of renewal with direct debit. We advise you of prevailing rates at renewal each year and your support cover is always up to date. Please tick above if you would like us to include your 5% direct debit discount on your quote.

## FAXBACK NOW TO

# 01954 233 101

**For a rapid and competitive quote.**



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Tel: 01954 233110 • Fax: 01954 233101  
email: sales@camlab.co.uk • www.camlab.co.uk