



DRIVE IN AND WAIT
SERVICE LEVEL AGREEMENT – 1227968
BY APPOINTMENT ONLY

What the Agreement includes

Preventative maintenance service at our Cambridge facility where we:

- (i) Inspect and test the instrument in its as received state
- (ii) Take pre adjustment readings
- (iii) Dismantle, clean and inspect key components
- (iv) Re-fill storage solution in probes
- (v) Replace batteries with less than 80% of specified voltage
- (vi) Correct minor defects
- (vii) Adjust the instrument parameters if necessary
- (viii) Reassemble and test the instrument
- (ix) Take final readings
- (x) Supply calibration certificate including any advisory notes
- (xi) Return the instrument to you using next day delivery

How it works

- (i) Place a purchase order on Camlab
- (ii) Make an appointment with us to agree a day and time or arrival (pre 2pm)
- (iii) Bring the instrument to Camlab with a completed decontamination certificate
- (iv) Wait in the waiting area and then sign for the instrument when it is ready (1-2 hours)

Target response times

We aim to get the instrument ready for you within 1-2 hours

Instruments covered

Cold plates, Colorimeters, Conductivity meter, Flexi meters, Flourimeter, Homogenisers, Hot plates, Jar Testers, LDO meter, Magnetic stirrers, Melting point apparatus*, PH meters, Photometers, Shakers, Spectrophotometers, Titrators, Turbidimeters, Vacuum pumps and Viscometers

When the clock starts ticking

The clock will start ticking when:

1. We have received the instrument at our Cambridge facility
2. We have received a completed decontamination certificate (where applicable)
3. We have purchase order cover for the works



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Exclusions and limitations

- (a) Instruments received after 2pm on the agreed appointment day
- (b) The response times will not apply to any instrument that requires a repair. In this instance we will advise this on a quotation for the works.
- (c) The instrument must be returned with batteries, power supplies and main accessories otherwise we may not be able to start the works
- (d) We can only accept a maximum of 2 instruments per customer per day

* We will need to know the temperatures before sending back to ensure we have the standards available