

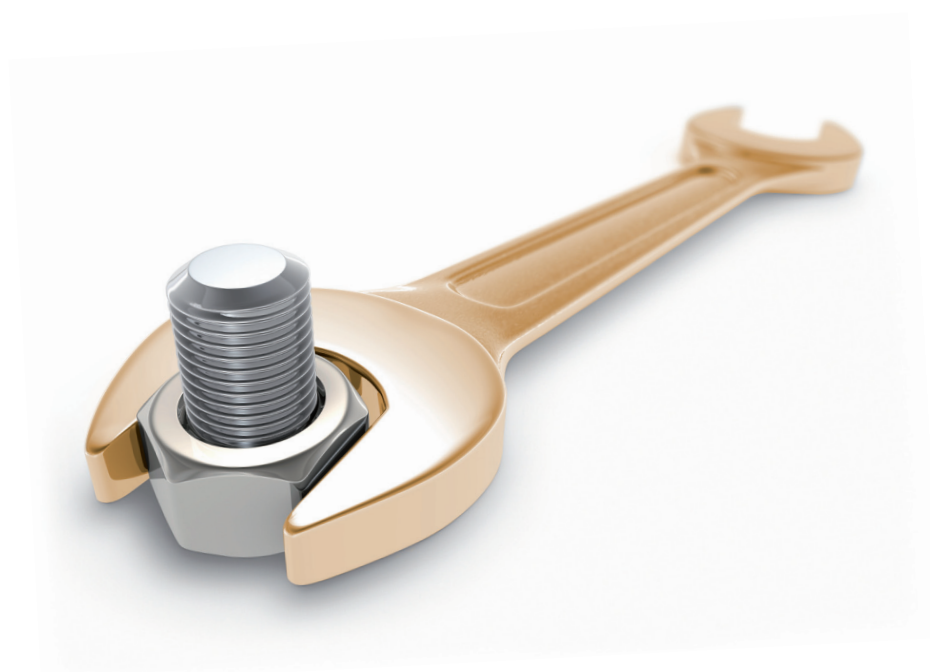
Maintenance Contracts



Maintenance Contracts at-a-glance

Contract Detail	Bronze	Silver	Gold
Annual service visit			
Free call outs (max 3 per year)			
Rapid response to call outs			
Technical helpdesk			
Free upgrades to current build software			
Free upgrades to new version software			
Temporary loan unit (where available)			
Return courier costs covered			
Parts costs covered			
Chargeable items invoiced after service visits			
No further payments required*			
Tonometer calibration check			

*Consumables e.g. ultrasound probes, bulbs, flash tubes are not included under any contract.



-  Glaucoma
-  Retinal
-  Cataract
-  Orthoptic
-  Refractive

Authorised, Qualified and Trained

When choosing a service provider, it is important to insist that authorised Engineers supply and fit only manufacturer approved parts. Haag-Streit UK acts as sole authorised service agent for all Haag-Streit group companies, as well as the other leading brands listed below:

Haag-Streit AG
Clement Clarke International Limited
Octopus
Heidelberg Engineering GmbH
Canon Europa N.V.
Reliance Medical Products Inc
Luneau Ophthalmologie
Welch Allyn UK Ltd
Möller-Wedel GmbH
Ellex Medical Lasers Limited

In line with our ISO9001 certification, Haag-Streit UK Engineers receive ongoing training directly from our suppliers to ensure that you receive the highest level of service available on all your ophthalmic instruments. Recognising the importance of manufacturer authorisation for servicing equipment under these regulations, we offer "inspection only" services on instruments outside our agency.



Installation and Training

All equipment is unpacked and set up with all connections of computer, printer and /or instruments. If the system is networked, Haag-Streit UK is responsible only for the set-up and installation of equipment purchased from Haag-Streit UK.

For microscopes, unless quoted separately, all removals and structural ceiling arrangements are the responsibility of the customer. Our trained Engineer will show a key user how to operate the instrument. Our Sales staff can quote for and arrange advanced or additional staff training.

Warranty

All our instruments are covered by a one-year warranty from the date of installation. If equipment is not installed, the warranty runs from the date of receipt. You will be asked to sign an installation report to ensure that you are completely satisfied with your equipment.

Responding to your needs

Haag-Streit UK realises the importance of responding quickly to instrument breakdowns. Down time can be costly and can inconvenience your patients. We strive to respond to all diagnostic contract call-outs within 72 hours, surgical contracts within 24 hours, we are proud to say that we can achieve this 95% of the time.

Standard Equipment Contracts

Slit Lamps

Autorefractors, Ophthalmometers,
Test types and Chart Projectors

Perimeters

Synoptophores and Hess Screens

Refraction units and Chairs

Operating Microscopes

Treatment Lasers

Pachymeters

Multiple Visits

Multiple service visits are available.

PAT Testing

PAT testing can be carried out as optional extra.

Equipment Auditing

Our Engineers can be available to carry out equipment audits.

Relocation of Equipment

If you are moving equipment between locations our trained Engineers are available to help dismantle, reassemble and fully test your equipment.

Inspection Only Items

Equipment not supplied by Haag-Streit UK can be covered on an Inspection only basis.

Obsolete Equipment

Bronze level cover can be taken out for equipment deemed to be obsolete by Haag-Streit UK.

Tonometers

Please note that a tonometer calibration check is carried out free of charge when the accompanying slit lamp is covered by a Maintenance Contract.

For tonometer repairs/re-calibration please return to Haag-Streit UK.

Non-Contract Repair

Equipment not covered by a warranty or Maintenance Contract can be repaired at the following rates:

Call out fee: £150.00

Hourly Rate: £90.00

Plus maximum travel time charge: two hours

Plus Parts and VAT

These prices are accurate as of January 2009 (subject to change at the discretion of Haag-Streit UK). Freight charges are paid by the customer both ways.

Out of Hours Work

Work can be carried out during evenings/weekends/ Bank Holidays. Please call for these rates.

Gold

- Annual service visit
- Free call outs (max 3 per year)
- Rapid response to call outs
- Technical helpdesk
- Free upgrades to current build software
- Free upgrades to new version software
- Temporary loan unit (where available)
- Return courier costs covered
- Parts costs covered
- No further payments required*
- Tonometer calibration check



Silver

- Annual service visit
- Free call outs (max 3 per year)
- Rapid response to call outs
- Technical helpdesk
- Free upgrades to current build software
- Chargeable items invoiced after service visits
- Tonometer calibration check



Bronze

- Annual service visit
- Rapid response to call outs
- Technical helpdesk
- Chargeable items invoiced after service visits
- Tonometer calibration check



Diagnostic Imaging System Contracts

EyeCap

Heidelberg

Canon

PCs & peripherals

Tailored to your needs

All Contract levels can be mixed to suit your requirements /finances e.g. fundus camera on Gold level and software on Bronze.

Personal contact

Our service engineers oversee their own geographical areas, meaning you deal with the same individual whenever they visit you. They have personal knowledge of your equipment, clinic and colleagues. They are backed by an experienced team at our offices in Harlow.

Discounts

An extra 5% discount is available if the contract is taken out at the time of purchase.

For continuity discounts, please see table overleaf.

Please note: Regular system backups are the responsibility of the end user. Haag-Streit UK is not responsible for loss of data due to corruption of database or image files. Extra hard disks, hardware upgrades, removable media are not included in any of the above options. Hardware upgrades are extra.



Imaging Gold

As standard Gold plus:

- Upgrades to any new version of software
- Upgrades to current build of software
- We offer telephone technical support



Imaging Silver

As standard Silver plus:

- Upgrades to current build of software
- We offer telephone technical support



Imaging Bronze

As standard Bronze plus:

- We offer telephone technical support



*Consumables are charged extra on all contract levels

Benefits of a Haag-Streit UK Maintenance Contract

Control costs

- Reduce cost of ownership
- Minimise downtime and related costs
- Extend the working time of your equipment
- Predict financial outlay

Avoid Risks

- Gradual reduction in performance without you realising
- Breakdowns and lengthy downtime
- Maintenance by non-specialists resulting in potential damage
- Unpredictable financial liability

Relax with Confidence

- Agree convenient times for maintenance
- Select a supplier with extensive, fully trained service resources
- Maintain your equipment at the optimum performance level
- Secure everything with one payment per year

Extend Support for your Activity

- Maintain your equipment's optimum performance level
- Control your support costs
- Maximise the return on your investment
- Make a bigger contribution to the success of your organisation
 - 2 consecutive years' agreement – 5% discount on current list prices
 - 3 consecutive years' agreement – 10% discount on current list prices
 - 4 consecutive years' agreement – 15% discount on current list prices
 - 5 consecutive years' agreement – 20% discount on current list prices

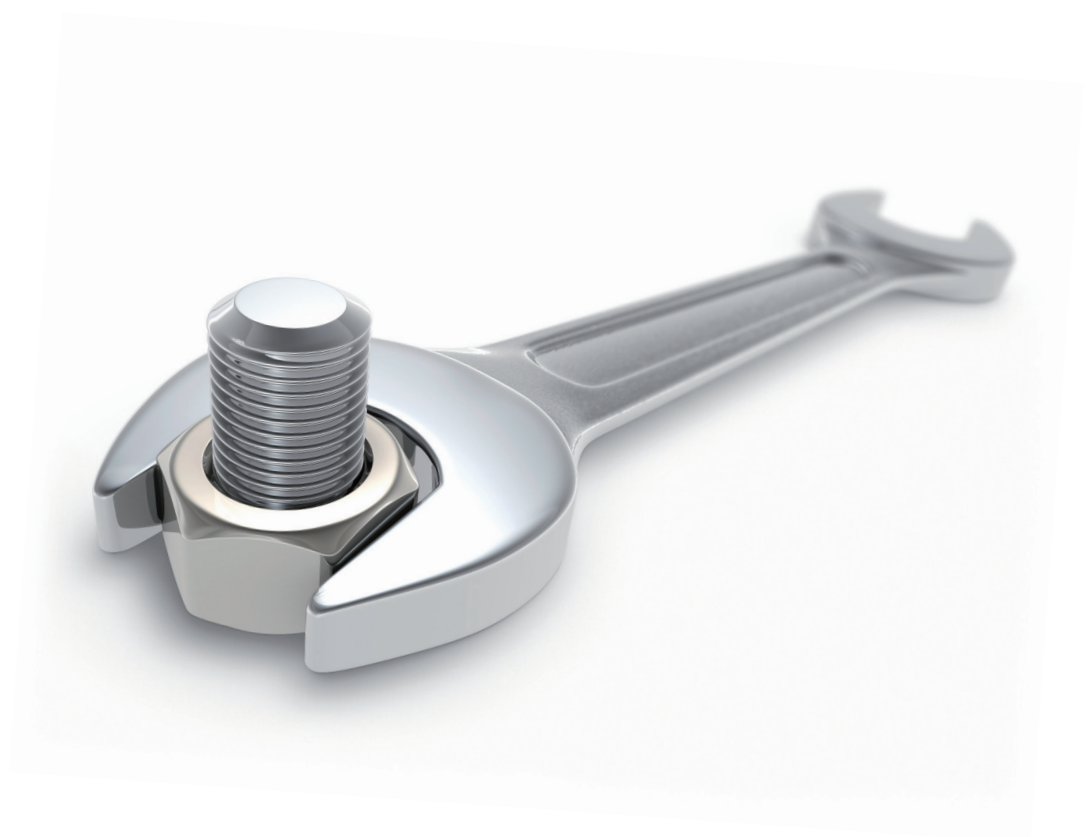
Instruments which have not been previously maintained by Haag-Streit UK, will require a pre-contract inspection. Please contact us for further information.

To discuss your individual requirements...

...request a quote, renew your current contract or to report a breakdown contact us:

tel: 01279 456315 email: service@haag-streit-uk.com







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HS HAAG-STREIT INTERNATIONAL **LUNEAU** **FRESNEL** **HEIDELBERG ENGINEERING** **EyeCap™** **OCTOPUS**

Canon **HS** CLEMENT CLARKE INTERNATIONAL **WelchAllyn™** **ellex** **HS** MÖLLER-WEDEL INTERNATIONAL

HS **HAAG-STREIT**
UK