

A1 Service & Support Customer Care Contracts

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*Whatever level of service you require,
a1-envirosciences can deliver.*

*Choose from our range of flexible
Customer Care Contracts that suits your
requirements.*

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A1-envirosciences' dedicated Service & Support division provides customers with the flexibility to choose from a number of Customer Care Contracts to prolong the life of your unit, maximising your investment. Select from a range of readily available packages or Bespoke Customer Care to ensure peace of mind and effectively meet the demands of your business.

Type of Contract	Benefits	Limitations
Premium Plus Care The Premium Plus Care contract offers one cost for all travel, labour and parts used on service visits. Scheduled maintenance to maximise instrument performance. Guarantees a maximum 2 day response time to minimise equipment downtime in response to business critical situations	<ul style="list-style-type: none"> • 48hr response to breakdowns, for equipment which is business critical to you. • Priority given to customers with Premium contract cover. • No additional costs for breakdown visits throughout the year. • Planned Maintenance visit included, scheduled at your convenience. • All parts used on service calls replaced free of charge • All travel and labour costs included. 	<ul style="list-style-type: none"> •
Premium Care This package offers scheduled maintenance to maximise instrument performance. Guarantees a maximum 2 day response time to minimise equipment downtime in response to business critical situations.	<ul style="list-style-type: none"> • 48hr response to breakdowns, for equipment which is business critical to you. • Priority given to customers with Premium contract cover. • No additional costs for breakdown visits throughout the year. • Planned Maintenance visit included, scheduled at your convenience. • All non consumable items replaced free of charge • All travel and labour costs included. 	<ul style="list-style-type: none"> • Consumables all chargeable.(including reagents were applicable)
Response Care Response Care offers a fast response to breakdowns, essential for business critical situations. Unlike the Premium Care Contract, replacement parts are chargeable.	<ul style="list-style-type: none"> • 48hr response to breakdowns, for equipment which is business critical • Priority given to customers with Response contract cover. • No additional costs for breakdown visits throughout the year. • Planned Maintenance visit included, scheduled at your convenience. • All travel and labour costs included 	<ul style="list-style-type: none"> • All spares & consumables all chargeable.(including reagents were applicable)
Standard Care This cost-effective package includes a defined number of planned maintenance visits per year. This Contract however, excludes the cost of replacement parts, Response Care and Premium Care Contract response times.	<ul style="list-style-type: none"> • Planned Maintenance visit included, scheduled at your convenience. • 5day response to breakdowns. 	<ul style="list-style-type: none"> • All travel and labour charged for breakdown calls • All parts, including major parts, and consumables chargeable. • Only priority over non-contract customers.

Bespoke Contracts, to meet the individual demands of your business.

Here at a1-envirosciences we appreciate that you the customer have special requirements concerning equipment support, and we will aim to supply, any and all coverage you require, including:

- Faster response times /Longer contract agreements/ Regular training days for customer who have regular staff turnover

Upgrade your Customer Care Contract

Training programmes

- We can provide training for all equipment in the a1-envirosciences portfolio.
- From the basic courses covering how to setup and use the equipment
- To fully certified courses covering, Theory, What's, Why's and specifications, plus correct set up, usage, maintenance and troubleshooting.
- Courses can be held at the a1-envirosciences lab/conference facilities or if required at the customers

EPV (Equipment Performance Verification)

- Equipment tested to manufactures specifications.
- Test Certificates provided for audit approval.
- Piece of mind in knowledge unit is working correctly.

2nd Planned Maintenance visit

- When equipment is being utilise 24/7, an additional PM visit will prevent unnecessary breakdowns.
- If equipment is being used in a harsh environment (acid fumes present) a 2nd PM visit will be necessary to minimise damage

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