



Service Concept

Hamilton Medical, UK

HAMILTON
MEDICAL

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Available service options

Every patient has individual needs, and so does every hospital. With our service options, we try to offer you the service that fits your individual support needs and help you to plan your costs efficiently.

Warranty

Factory warranty

All Hamilton Medical devices come with a two-year factory warranty. Factory warranty covers all corrective maintenance including parts and labour and includes year one preventative maintenance. The warranty does not cover accidental damage.

Extended warranty

During the factory warranty period, the warranty can be extended for up to 6 years (8 years total). The warranty extension must be purchased within the two-year factory warranty. Extended warranty covers ventilator parts and accessories for the duration of the warranty. The warranty does not include the costs of labour and travel expenses for repairs or pre-planned preventative maintenance.

Comprehensive Package

Facilities with limited in-house technical support will benefit from our all-inclusive package. It enables you to easily forecast costs for the full life cycle of your equipment and minimise unplanned expenses. We take care of everything for complete peace of mind. The comprehensive maintenance package includes services, parts, and labour as set forth below.

Annual preventative maintenance (PM)

- Visual inspection for functionality and damage
- Function-preserving cleaning of the device from contamination caused by normal use
- Filter replacement
- O2 cell replacement
- Primary battery state of health evaluation and replacement if required
- Software update (if applicable)
- Tests and calibration
- Electrical safety test
- Electronic service report
- Written and signed test report available on request

Corrective maintenance

Corrective maintenance covers the rectification of technical malfunctions in the equipment, subject to the call-out limits set out below. Corrective maintenance carried out in excess of the call-out limits will be treated (and charged for) as additional services.

Call-out limits:

- Less than 9 units, a maximum of 5 corrective visits per annum
- Between 10 and 30 units, a maximum of 12 corrective visits per annum
- Between 31 and 50 units, a maximum of 21 corrective visits per annum
- Between 51 and 100 units, a maximum of 30 corrective visits per annum

Parts, labour, and travel included

- All parts required to carry out the annual PM, including parts requiring routine replacement or replacement due to wear and tear
- All labour performed by the Hamilton Medical service technician for the annual PM
- Travel time and all travel expenses of the Hamilton Medical service technician

Temporary loan device

Subject to availability, Hamilton Medical will supply replacement equipment for the duration of any Corrective Maintenance lasting longer than 10 days.

Priority handling

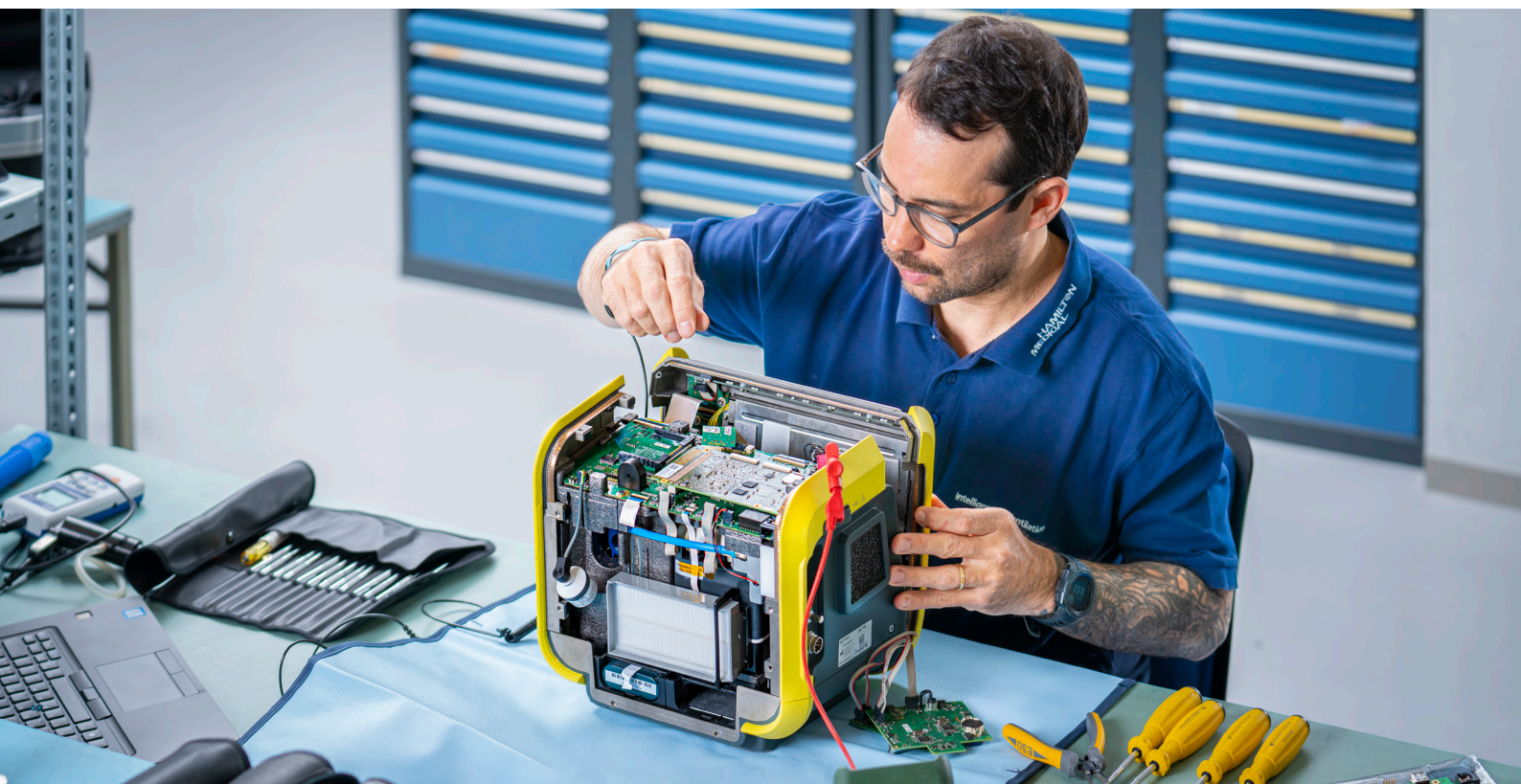
Maintenance performed within the scope of a Comprehensive Package will be given scheduling priority. Time of engineer on-site: One business day.

Help desk

The Tech Support help desk + 44 800 0066 0600 is available to assist with technical problems and queries between 8:00 h and 20:00 h, 365 days a year.

Accidental or non-accidental damage

If the unit in question is deemed to be damaged either accidentally or wilfully. The repair will be subject to full price repair costs including parts, travel, and labour.





Preventive Maintenance Package

To ensure optimal ventilator performance an annual preventive maintenance (PM) is required. Our field service team will perform the PM on-site to keep your equipment in top shape and minimize downtime. This eliminates most problems before they occur. It is the most cost-efficient way to care for your equipment with the least internal effort, and can help ease the workload of your in-house Service Technicians. The preventive maintenance package includes services, parts, and labour as listed below:

Annual preventative maintenance

- Visual inspection for functionality and damage
- Function-preserving cleaning of the device from contamination caused by normal use
- Filter replacement
- O2 cell replacement
- Battery state of health evaluation and recommendation of replacement if required
- Software update (if applicable)
- Tests and calibration
- Electrical safety test
- Electronic service report
- Written and signed test report available on request

Parts and labour included

- All parts required to perform the annual PM
- All labour carried out by the Hamilton Medical field service technician within the scope of the PM
- All travel expenses included within the scope of the PM

Corrective Maintenance and additional call-outs

Corrective Maintenance is not included in this package. In the case of additional call-outs, a discount of 20 % applies to standard call-out fee, parts and labour.

Corrective Maintenance Package

Happy to do the pre-planned maintenance of the ventilators and leave the repairs to the experts Hamilton Medical offers the repairs only package. Repairs are few and far between so when a tricky one arrives this package allows you the peace of mind that the repair will be carried out by the team that are experts in diagnosis and repair..

Service Training

In the corrective maintenance package Hamilton Medical offers 2 spaces on the frequent service training courses for hospital technicians at the Hamilton Medical Head Office in Birmingham. If multiple Service Technicians need to be trained for the same customer training can also be organized on-site.

The training consists of a full day of instruction per ventilator type. Participants learn how to perform mandatory preventive maintenance, test software, as well as calibrate the device after pre planned maintenance

Corrective maintenance

Corrective maintenance covers the rectification of technical malfunctions in the equipment, subject to the call-out limits set out below. Corrective maintenance carried out in excess of the call-out limits will be treated (and charged for) as additional services.

Call-Out Limits

- Less than 9 units, a maximum of 5 corrective visits per annum
- Between 10 and 30 units, a maximum of 12 corrective visits per annum
- Between 31 and 50 units, a maximum of 21 corrective visits per annum
- Between 51 and 100 units, a maximum of 30 corrective visits per annum

Parts, labour, and travel included

- All parts required to carry out the repair are included
- All labour performed by the Hamilton Medical service technician for the annual PM
- Travel time and all travel expenses of the Hamilton Medical service technician

Priority handling

Maintenance performed within the scope of a Comprehensive Package will be given scheduling priority. Time of engineer on-site: One business day.

Help desk

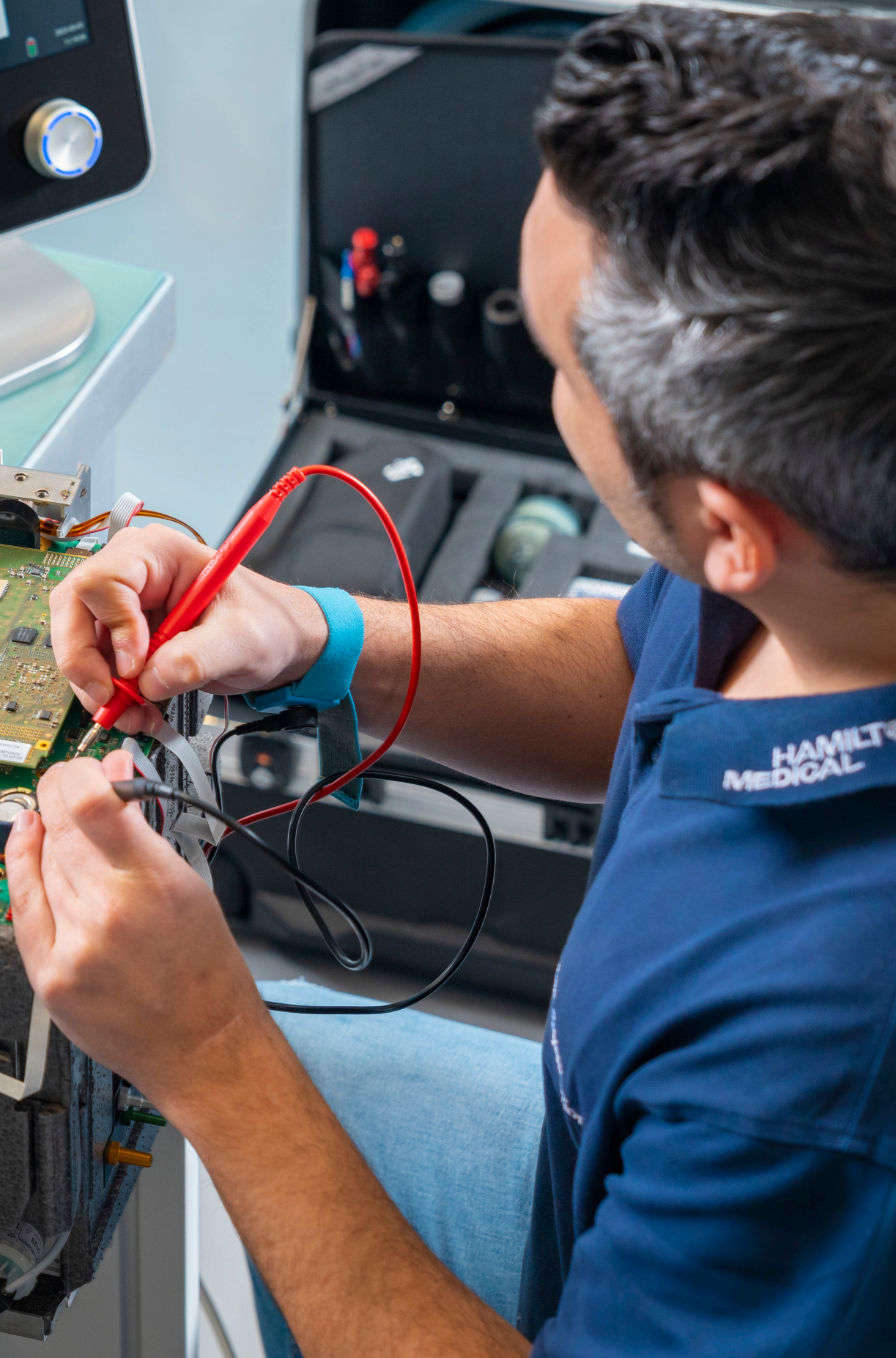
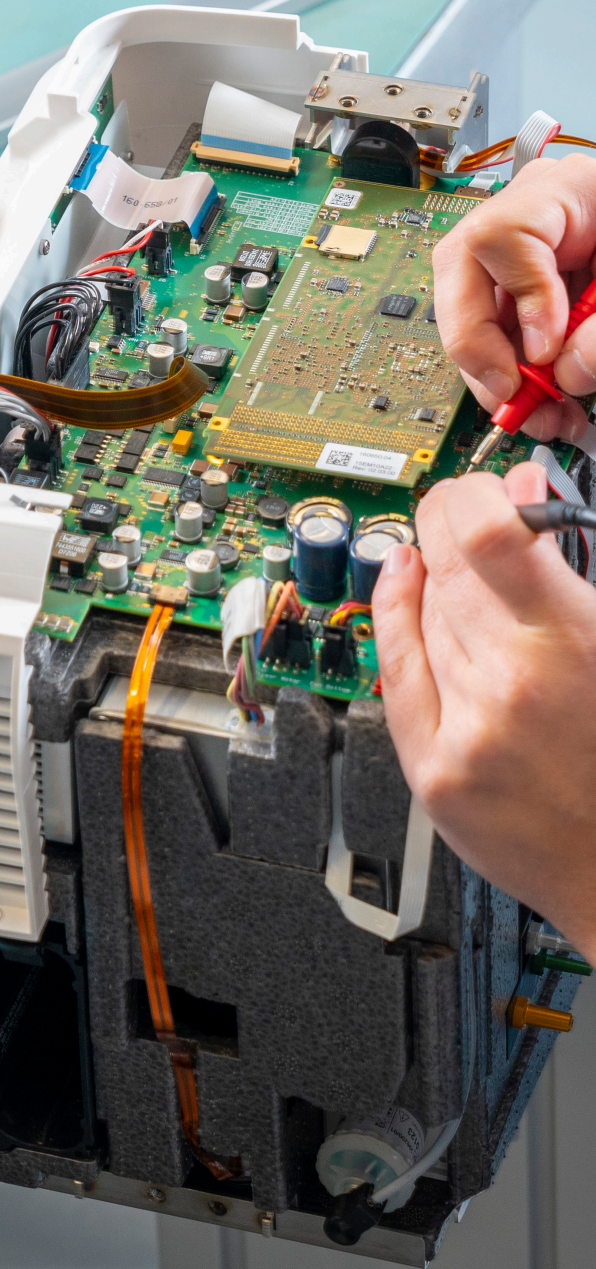
The Tech Support help desk + 44 800 0066 0600 is available to assist with technical problems and queries between 8:00 h and 20:00 h, 365 days a year.

Accidental or non-accidental damage

If the unit in question is deemed to be damaged either accidentally or wilfully. The repair will be subject to full price repair costs including parts, travel, and labour.

Return To Base Package

We provide a Return to Base Package for our portable ventilators, supported by a dedicated workshop engineer at Hamilton Medical UK. Should you require it, we offer a loan device for your convenience while your ventilator is being serviced.



Service Training Package

In case you wish to have your own technical support personnel taking care of the Hamilton Medical ventilators, we offer service training for the Service Technicians in your Biomed Department. This qualifies them to perform the annual preventive maintenance and/or repairs themselves.

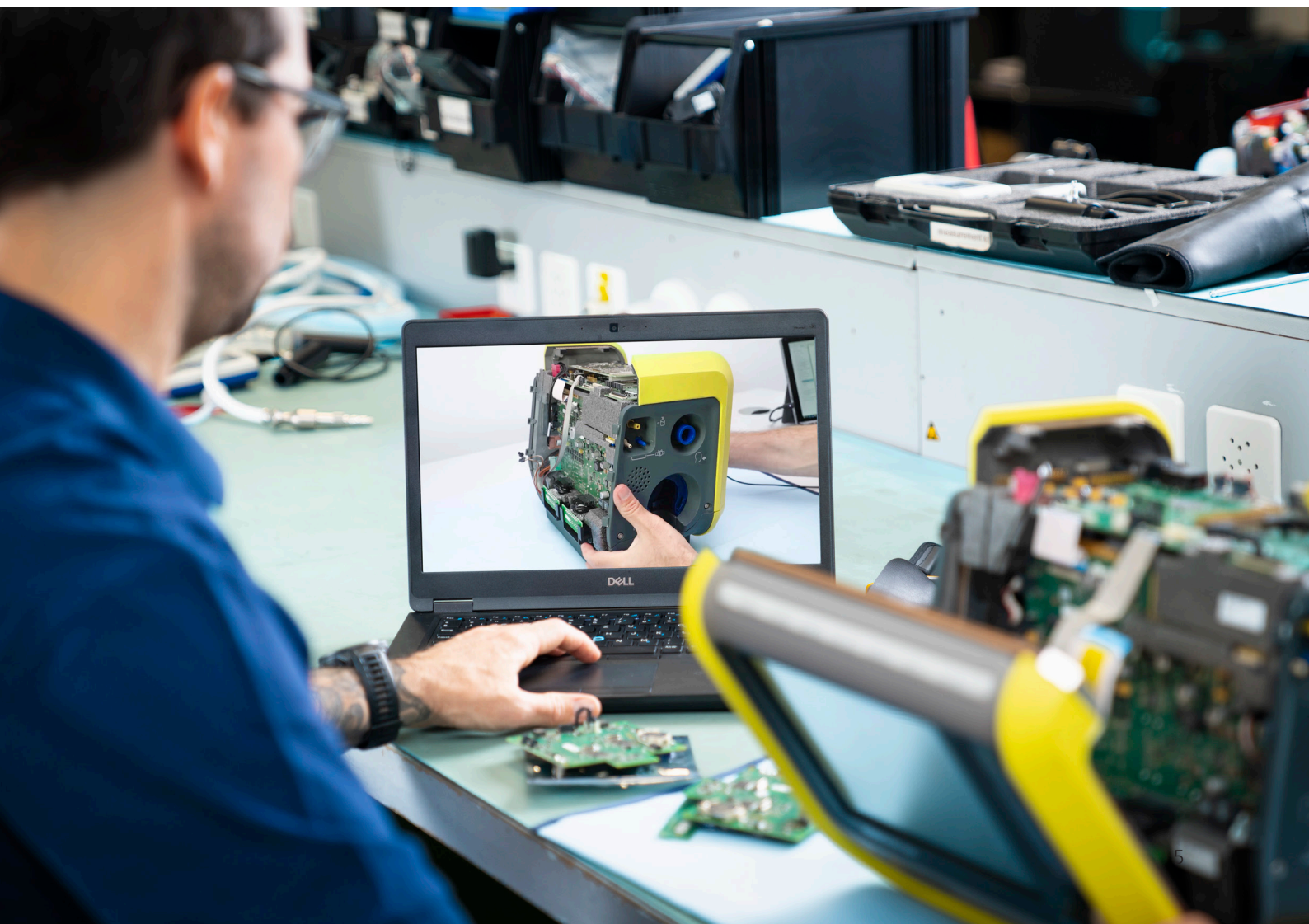
Service Training

Hamilton Medical offers frequent service training courses for hospital technicians either at the Hamilton Medical Head Office in Birmingham, via virtual learning or if multiple Service Technicians need to be trained for the same customer training can also be organized on-site.

The training consists of two full days of instruction per ventilator. Participants learn how to perform mandatory preventive maintenance, test software, as well as calibrate and repair Hamilton Medical devices. The certificate received after successful completion of the service training modules is valid for three years.

Tech Support Academy

All certified Service Technicians have access to the Tech Support Academy, a free e-learning platform with instructional videos. It serves as an addition to the service manuals provided at the service training, and helps the service technicians to keep their knowledge up to date. The access to the Tech Support Academy is restricted to Hamilton Medical authorized service technicians only.



Overview of included services by package

	Comprehensive package	Preventive package	Corrective package	Service training
Extended warranty for max. 6 years	O	O	O	O
24-hour helpdesk for remote diagnostic and support	✓	X	✓	X
Online access to service and operator manuals	✓	✓	✓	✓
Certification for hospital technician(s) ¹	X	X	✓	✓
Online access to the Tech Support Academy ²	✓	✓	✓	✓
Service documentation and test reports	✓	✓	✓	X
Special discount rates on parts and labour	✓	✓	✓	X
Preventive maintenance incl. parts and labour	✓	✓	X	X
Corrective maintenance incl. parts and labour	✓	X	✓	X
Temporary device replacement ³	✓	X	X	X
On-site service incl. travel and expenses	✓	✓	✓	X
Priority handling and response time	✓	X	X	X
Travel time and expenses	✓	X	✓	X

✓ = included X = not included O = optional

¹ Preventive maintenance package includes 1 free training. Corrective maintenance package includes 3 free trainings.

² For certified service technicians only

³ Depending on availability

Prices service packages

Service package prices per year	Comprehensive package	Preventive package	Corrective package	Return to base
HAMILTON-G5/S1	£1,500	£975	£575	N/A
HAMILTON-C6	£1,500	£975	£575	N/A
HAMILTON-C3	£1,500	£975	£575	N/A
HAMILTON-C2	£1,500	£975	£575	N/A
HAMILTON-C1	£1,500	£975	£575	£400
HAMILTON-T1	£1,600	£975	£575	£400
HAMILTON-MR1	£1,600	£1025	£675	N/A
HAMILTON-H900	£300	£150	£100	£50

Service prices without contract

Price / hour

Labour cost for scheduled service actions from 08:30 – 17:00 h	£150
Labour cost for scheduled service actions from 17:00 – 20:00 h	£180
Labour cost for scheduled service actions from 20:00 – 08:30 h	£200
Labour cost for scheduled service actions on weekends	£300
Labour cost for scheduled service actions on public holidays/bank holidays	£400
Labour cost for emergency service actions (unscheduled call-outs)	£400

Discounts are available for dependent on length of contract and number of devices covered. For further information contact your Hamilton Medical representative or send us an email to: service.med.gb@hamilton-medical.com

Prices service trainings

Service training at head office in Birmingham

per person per device

Full-service training (2 days) - Includes 2 nights' accommodation and dinner	£1,600
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Full-service training (2 days) - No accommodation	£1,350
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Pre-planned maintenance training (1 day) - Includes 1-night accommodation	£950
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Pre-planned maintenance training (1 day) - No accommodation	£825
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Virtual service training

per person per device

Full-service training (2 days)	£1,250
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Pre-planned maintenance training (1 day)	£725
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Onsite Service Training (minimum 4 trainees)

per person per device

Full-Service Training (2 days)	£1,500
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Pre-planned maintenance Training (1 day)	£825
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Liability

Hamilton Medical UK Ltd is liable for the device while it is on Hamilton Medical UK Ltd premises for service reasons. If the device is lost or damaged beyond repair, Hamilton Medical UK Ltd will replace the device with a fully functional device of similar age and/or use time.

For further information contact your Hamilton Medical representative or send us an email to:
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