



Service and training 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. If a unit has to be returned to Hamilton Medical UK for non accidental repair, if a loan unit is available it will be provided and transport costs borne by Hamilton Medical UK

Comprehensive Maintenance Package (**GOLD**)

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 sensor replacement as required
- Primary battery state of health evaluation and replacement if required. Does not include the optional second battery
- Software update (if applicable)
- Tests and calibration
- Electrical safety test
- Electronic service report
- Written and signed test report available on request

Repairs maintenance and additional call-outs

Repairs maintenance covers the rectification of technical malfunctions in the equipment, subject to the call-out limits set out below. If repairs carried out are in excess of the call-out limits they 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

Upon request and subject to availability, Hamilton Medical will supply replacement equipment for the duration of any Corrective Maintenance lasting longer than 10 days. All collection and delivery costs are covered under the contract. If there is any damage/ repair required for the loan unit on its return all costs will be chargeable.

Priority handling

Maintenance performed within the scope of a Comprehensive Package will be given scheduling priority.

Help desk

The Tech Support help desk is available + 44 (0)800 0066 0600 to assist with technical problems and queries between 06:00 and 20:00, 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 repair costs including parts at discounted rate, travel and labour. If the unit needs to be returned to head office the customer is liable for the cost of transport to and from the office. (Gold cover after the vents are 10 years old is at the discretion of Hamilton Medical subject to condition and previous service history.)

Pre-planned Preventative Maintenance Package (**SILVER**)

To ensure optimal ventilator performance an annual preventative maintenance (PM) is required. Our field service team will perform the PM onsite to keep your equipment in top shape and minimise downtime. This eliminates most problems before they occur. The preventative maintenance package includes services, parts and labour as listed 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 sensor replacement as required
- Primary battery state of health evaluation and recommendation of replacement if required. Does not include the optional second battery.
- Software update (if applicable)
- Tests and calibration
- Electrical safety test
- Electronic service report
- Digital 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

Repairs maintenance and additional call-outs

Repairs 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.

Accidental or non-accidental damage

If the unit in question is deemed to be damaged either accidentally or willfully. The repair will be subject to repair costs including parts at discounted rate, travel and labour. If the unit needs to be returned to head office the customer is liable for the cost of transport to and from the office.

Corrective Maintenance Only package (**BRONZE**)

Happy to do the pre-planned maintenance of the ventilators and leave the repairs to the experts? Hamilton Medical offers the Corrective Maintenance Only package (BRONZE). 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 Bronze package Hamilton Medical offers two spaces per hospital per device platform as standard, on the one-day face-to-face Pre-planned maintenance course at the Hamilton Medical Head Office in Birmingham. If a hospital purchased the same device platform (HAMILTON-FAMILY 1, HAMILTON-C6, HAMILTON-C3 or HAMILTON-HF90) in separate episodes the maximum number of trained technicians for free remains at 2. If further places are required, this is at the discretion of the Hamilton Medical UK representative and will be commensurate with the size of fleet being maintained. If the hospital wishes to pay for further places this is at their discretion.

The training consists of one full day of instruction per ventilator type. Participants learn how to perform mandatory preventative maintenance, test software, as well as calibrate the device after pre planned maintenance. For more information please contact your account manager.

Repairs maintenance and additional call-outs

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

Callout 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

- All parts required to carry out the repair are provided at a 50% discounted rate
- All labour performed by the Hamilton Medical service technician
- Travel time and all travel expenses of the Hamilton Medical service technician are covered
- Delivery and collection costs are covered if the repair needs to be returned to the office workshop for further work
- Loaners are not included in this package

Priority handling

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

Help desk

The Tech Support help desk + 44 (0)800 0066 0600 is available to assist with technical problems and queries between 06:00 and 20:00, 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.

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 department. This qualifies them to perform the annual preventative maintenance and repairs themselves.

Pre-Planned Preventative Maintenance Training

A one-day course that covers all the requirements for a hospital to carry out pre-planned maintenance on the device. The training is carried out at the Hamilton Medical Head Office in Birmingham. If a hospital desires onsite training at their own facility, it requires:

- A minimum of 4 delegates
- A dedicated room of sufficient size to accommodate the delegates and equipment
- Full participation for the full day of all delegates
- Provision of equipment from the Hospital
- Will be scheduled in agreement between the instructor and the lead delegate

A certificate received after successful completion of the service training modules is valid for three years.

Full Device training

A two-day course that covers all the requirements for a hospital to carry out pre-planned maintenance and basic repairs on the device. The training is carried out at the Hamilton Medical Head Office in Birmingham, or online via Microsoft Teams (the link will be forwarded before your training date). If a hospital desires onsite training at their own facility, it requires:

- A minimum of 4 delegates
- A dedicated room of sufficient size to accommodate the delegates and equipment
- Full participation for the full day of all delegates
- Provision of equipment from the Hospital
- Will be scheduled in agreement between the instructor and the lead delegate

A 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 authorised service technicians only.

Recertification

All certified technicians require recertification every three years. Hamilton Medical UK offers an online training session for recertification. If a technician's certification lapses, access to all Hamilton service materials will be revoked.

Seating capacity

Places are limited and are allocated on a first come, first served basis.

- ✓ Face-to-face: 12 participants
- ✓ Online: 20 (5 groups of 4)

Overview of included services by package

	Comprehensive package GOLD	Preventative package SILVER	Corrective package BRONZE	Service training
06:00-20:00 helpdesk for remote diagnostic & support	✓	X	✓	X
Online access to service and operator manuals*	X	X	✓	✓
Free training and certification of no. of technicians	X	X	✓	X
Online access to the Tech Support Academy*	X	X	✓	✓
Service documentation and test reports	✓	✓	✓	X
Special discount rates on parts and labour	✓	✓	✓	X
Preventative maintenance incl. parts and labour	✓	✓	X	X
Corrective maintenance incl. labour	✓	X	X	X
Temporary device replacement for longer repairs**	✓	X	X	X
Onsite service incl. call out and travel expenses	✓	X	✓	X
Priority handling and response time	✓	X	✓	X
Available for HAMILTON-C6	✓	✓	✓	✓
Available for HAMILTON-FAMILY 1	✓	✓	✓	✓
Available for HAMILTON-C3	✓	✓	✓	✓
Available for HAMILTON-HF90 (n/a until 2026)	X	X	✓	✓
Available for HAMILTON-H900	✓***	✓***	✓	✓

✓ = included X = not included

*For certified service technicians only

** Dependent on availability

*** Only as part of ventilator contract

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.

Service Package Prices (with contract)

Service package prices per year*	Comprehensive package GOLD	Preventative package SILVER	Corrective Package BRONZE
HAMILTON-G5/S1	£1,500	£1000	£450
HAMILTON-C6	£1,500	£1000	£450
HAMILTON-C3	£1,500	£1000	£450
HAMILTON-C2	£1,500	£1000	£450
HAMILTON-C1	£1,500	£1000	£450
HAMILTON-T1	£1,600	£1000	£450
HAMILTON-MR1	£1,600	£1000	£450
HAMILTON-H900	£500	£400	£100
HAMILTON-HF90	N/A	N/A	£275

*Discounts apply when considering a multi device and multi year contract

Service Prices (without contract)

Service prices for first hour	Price / hour
Labour cost for first hour	£400

Service prices for each subsequent hour	Price / hour
Labour cost for scheduled service actions from 08:30 – 17:00	£250
Labour cost for scheduled service actions from 17:00 – 20:00	£250
Labour cost for scheduled service actions from 20:00 – 08:30	£300
Labour cost for scheduled service actions on weekends	£400
Labour cost for scheduled service actions on public holidays/bank holidays	£600
Labour cost for emergency service actions (unscheduled call-outs)	£400

Technical training concept, courses and pricing

Concept

The primary purpose of the technical training is to teach your service engineers to perform in-house, preventative service maintenance, installation and repair on the Hamilton Medical ventilator. On successful completion of the course an authorised service engineer certificate will be issued.

What do I need for the course?

For face-to-face training we will provide the ventilators needed to assist with training.

For online training you will need at least one ventilator between each group of four and we will send you a training equipment list to accompany your course.

Registration "How do I sign up?"

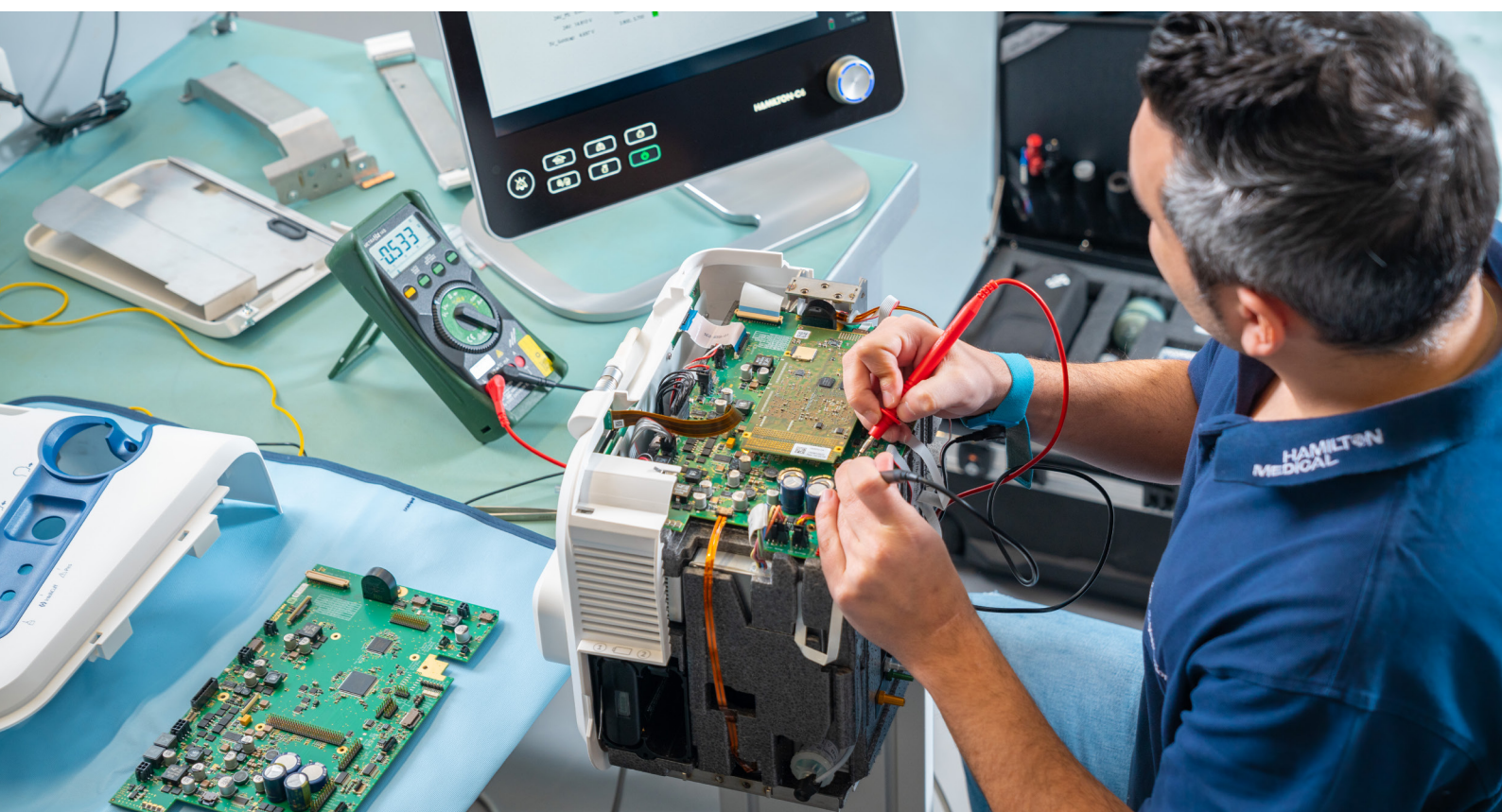
Registration is simple and can be arranged by a member of the Hamilton Medical UK team who will assist you in scheduling your course and completing the payment process.

Seating capacity

Places are limited and are allocated on a first come, first served basis.

- ✓ Face-to-face: 12* participants
- ✓ Online: 20* (5 groups of 4)

*Maximum spaces for each course



Technical training prices 2025

Full Service Training

Course title	Duration	Type	Spaces	Price*
HAMILTON-C6	2-day	Face-to-face	12	£3,200
HAMILTON-C1/T1/MR1	2-day	Face-to-face	12	£3,200
HAMILTON-C3	2-day	Face-to-face	12	£3,200
HAMILTON-HF90***	2-day	Face-to-face	12	Not available until 2026

*All prices subject to quotation. Head office training includes overnight stay, evening meal, lunch and refreshments. Without accommodation price is reduced to £2,800. All courses are non-refundable, but the option to transfer to another course is available.

*** HF90 training will be available from 2026

Full Service Training Recertification

Course title	Duration	Type	Spaces	Price**
HAMILTON-C6	2-day	Online	20	£1,250
HAMILTON-C1/T1/MR1	2-day	Online	20	£1,250
HAMILTON-C3	2-day	Online	20	£1,250
HAMILTON-HF90***	2-day	Online	20	Not available until 2026

*** HF90 training will be available from 2026

Pre-planned Preventative Maintenance

Course title	Duration	Type	Spaces	Price**
HAMILTON-C1/T1/MR1	1-day	Face-to-face	12	£1,000
HAMILTON-C6	1-day	Face-to-face	12	£1,000
HAMILTON-C3	1-day	Face-to-face	12	£1,000
HAMILTON-HF90***	1-day	Face-to-face	12	Not available until 2026

**All prices subject to quotation. All courses are non-refundable, but the option to transfer to another course is available.

*** HF90 training will be available from 2026

Pre-planned Preventative Maintenance

Course title	Duration	Type	Spaces	Price**
HAMILTON-C1/T1/MR1	1-day	Online	20	£500
HAMILTON-C6	1-day	Online	20	£500
HAMILTON-C3	1-day	Online	20	£500
HAMILTON-HF90***	1-day	Online	20	Not available until 2026

**All prices subject to quotation. All courses are non-refundable, but the option to transfer to another course is available.

*** HF90 training will be available from 2026

Full Service Training Recertification - Online

Course title	Duration	Type	Date◇	Spaces	Price***
HAMILTON-C3	2-day	Online	To be agreed by customer	N/A	£1,250
HAMILTON-C6	2-day	Online	To be agreed by customer	N/A	£1,250
HAMILTON-C1/T1/MR1	2-day	Online	To be agreed by customer	N/A	£1,250

***All prices subject to quotation. ◇ Date to be mutually agreed by customer and HMUK. Once purchase order is received, I register them for OpenOlat. They complete the course at their leisure and receive their certificate from OpenOlat directly

Course details

Face-to-face training information

- ✓ Hotel accommodation includes a two-night stay, evening meal, transfers to/from the office
- ✓ Lunch and refreshments available during training
- ✓ Please tell us your travel arrangements so transportation can be arranged to/from the office if required
- ✓ Onsite parking is available at our head office

Online training information

- ✓ Ensure you have one device per four engineers
- ✓ A training equipment list will be emailed to you upon registration

Refund and transfer of courses

- ✓ Once booked and paid for **no refunds will be given**
- ✓ The place can be transferred to the next available course, or someone can be sent in place of the non-attending delegate

For further information contact your Hamilton Medical representative or send us an email to:
service.med.gb@hamilton-medical.com



Hamilton Medical UK Ltd.

Unit J6, Fulford Drive, Minworth Trade Park,

Minworth, Sutton Coldfield, B76 1DJ, United Kingdom

☎ +44 121 272 9280

service.med.gb@hamilton-medical.com

www.hamilton-medical.com