



SERVICE INCLUSIONS

Scheduled Visits Per Year	2
Call-Outs	1
Parts Discount	10%
On-site Response Time	5 Days

Maximise the life and reliability of your specialists instruments

CREA's industry-leading instruments are designed to help your organisation meet its analytical and testing needs.

Preventative care and maintenance offered through CREA's Lifetime Service and Support plans will extend the life of your vital equipment, cut unexpected repair costs and minimise downtime.

All CREA Lifetime Service & Support plans include scheduled visits each year. During these visits our highly trained technician will test, calibrate and maintain your instrument with work completed in accordance with the manufacturer's specifications.

In the event of a failure requiring on-site attention, we also guarantee we will have a qualified technician on-site within 5 business days if required.

CREA Lifetime Service & Support plans help you extend the life of your valuable instrumentation, keeping it operating like new.

Crea Service & Support Options



CREA GOLD Lifetime Service & Support

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Two (2) Scheduled Visits PLUS One (1) Call Out

Scheduled Visits:

- Undertake routine equipment calibration and adjustment necessary to ensure the optimal performance of equipment in accordance with the manufacturer's specifications.
- Provide select personnel with ongoing training and support on the correct operation, handling and maintenance of equipment.
- Assist with diagnosis and prevention of potential instrument failures through periodic calibration and testing.
- All work carried out by trained service technicians.
- Gold SLA holders are given priority ahead of all non-contracted service and maintenance requests.

Parts:

- During the Scheduled service visit or call out, parts of your instrument may require replacement. Subject to warranty review, Gold SLA holders receive a 10% discount on all parts.

Call Out:

- In the event of a failure requiring on-site attention, we guarantee to have a qualified technician onsite within 5 business days if required. (**Subject to Customer approval*)
- Scheduled service calls cannot be exchanged or substituted for a callout.
- Additional call outs are charged at CREA's contract hourly rate for service. Reimbursement for all travel related expense incurred, including but not limited to flights, accommodation, and car hire, will be charged to the client.

Eligibility

Any instrument/equipment supplied by Crea Laboratory Technologies is eligible for a service agreement. Where cover for instruments/equipment not supplied by Crea Laboratory Technologies is requested, a thorough examination of the instrument/equipment is required by a qualified CREA technician to determine eligibility. Any costs, including but not limited to freight and/or travel related expenses, labour and materials to inspect the instrument/equipment will be borne by the customer. Should the instrument/equipment be deemed eligible for cover under a service agreement, Crea Service will advise next steps to have the instrument/equipment included in the service Agreement.

Lifetime Service & Support Plan



	GOLD SERVICE	PLATINUM SERVICE	PLATINUM ELITE
Scheduled visits per year	2	2	3
Call-outs	1	Unlimited	Unlimited
Parts discount	10%	20%	20%
On-site Response Time	5 Days	2 Days	2 Days