



SERVICE INCLUSIONS

Scheduled Visits Per Year	3
Emergency Call-Outs	Unlimited
Parts Discount	20%
Response Time	2 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 an emergency requiring on-site attention, we also guarantee we will have a qualified technician on-site within 2 business days* if required.

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



CREA PLATINUM ELITE Lifetime Service & Support

Unit 4, 4 Teamster Close, Tuggerah Business Park, Tuggerah NSW Australia

p: 1300 522 725 (1300 LAB SALES) f: +61 2 4320 6675 e: sales@crealt.com.au w: www.crealt.com.au

Three (3) Scheduled Visits PLUS Unlimited Call Outs

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.
- Platinum Elite SLA holders are given priority ahead of all non-contracted service and maintenance requests.

Parts:




- During the Scheduled service visit or emergency call out, parts of your instrument may require replacement. Subject to warranty review, Platinum SLA holders receive a 20% discount on all parts.

Emergency Call Out:

- Unlimited complimentary emergency call outs per year
- Platinum Elite Service SLA holders are given top priority. In the event of an emergency 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 an emergency callout.

Eligibility

Where equipment nominated for cover under the Platinum Elite Service Level Agreement was not previously supplied, serviced or maintained by CREA, the nominated equipment may be subject to a thorough examination by a qualified CREA technician. Should examination of the nominated equipment be deemed necessary, all costs, including but not limited to, labour, materials, freight and travel related expenses to restore the nominated equipment to its recommended operating specification, will be borne by the customer prior to coverage of the Platinum Elite Service SLA taking effect.

Lifetime Service & Support Plan	  		
	PLATINUM ELITE	PLATINUM ELITE 4	PLATINUM PLUS
Scheduled visits per year	3	4	2
Emergency call-outs	Unlimited	Unlimited	Unlimited
Parts discount	20%	20%	Included
Response Time	2 Days	2 Days	2 Days