



SERVICE INCLUSIONS

Scheduled Visits Per Year	2
Emergency Call-Outs	1
Parts Discount	10%
2 Working Day On-Site Guarantee	Yes

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 working 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) Emergency 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 by trained technicians.
- 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 visits / emergency call outs parts of your instrument may need replacing which may be chargeable, **Gold SLA holders will receive a 10% discount on parts.**

Emergency Call Out:

- One (1) complimentary emergency call out per year
- Additional emergency call outs charged at CREA's Contract hourly rate for service. Reimbursement for any travel related expense incurred (example: flights, accommodation, car hire) will be charged to the client.
- Gold SLA holders are given top priority. In the Event of an emergency requiring on-site attention, we also guarantee we will have one of our qualified technicians onsite within 2 working Days if required. **(*Subject to Customer approval)**
- **Scheduled service calls cannot be exchanged or converted as or for an emergency callout.**

Eligibility

Where equipment nominated for cover under the Gold 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. If an examination of the nominated equipment is deemed necessary, any cost, including labour, materials, freight and travel related expenses to return the nominated equipment to its recommended operating specification will be borne by the customer prior to coverage of the Gold SLA commencing.