

LASERVILLE BIOMEDICAL SERVICE

DELIVERING RESULTS, RELIABILITY & EXCELLENCE

DEPARTMENT MISSION

Customer satisfaction, system reliability and competent service are key components of Laserville's operations.

In order to ensure that these components are being met, Laserville offers a variety of contracts.

Our service contract mission is for you to be worry-free when working with your systems.

DEPARTMENT GOALS

We take biomedical service very seriously as we believe that the end of a sale is the beginning of a long-term relationship!

Laserville values its panel of doctors, surgeons, and beauticians and provides them with tiered programmes of biomedical engineering services conducted by experienced engineers.

Our contracts prevent the machines from ceasing its operation suddenly and ensure that all aspects of device maintenance are addressed by appropriate procedures. We will respond to any emergency device repairs in the event of any sudden break downs and ensure the resumption of the clinics' operations in quick time.

WHAT DO WE OFFER?



Technical Support

Preventive Maintenance

Labour & Part Cover

Emergency Response

Minimum Downtime

WHY CHOOSE US?

Guaranteed return on investment, with no additional out-of-pocket expense after the initial purchase of a service contact

Flexible support package tailored to specific needs

Minimal Downtime Support offered in up to 2 business days for machine-down situation

Each service visit includes system preventive maintenance & energy adjustments

OUR SERVICE AGREEMENTS



PLATINUM WARRANTY PERIODIC PREVENTIVE LABOUR WITH PARTS

- Two PPM Visits every 6 months
- Unlimited Service Calls
- Unlimited spare parts replacement as required
- Max response time within 48 hours



GOLD WARRANTY PERIODIC PREVENTIVE & LABOUR CONTRACT

- Two PPM Visits every 6 months
- Unlimited Service Calls
- 20% discount on spare parts
- Maximum Response Time within 48 hours



SILVER WARRANTY PERIODIC PREVENTIVE MAINTENANCE CONTRACT

- Two PPM visits every 6 months
- 5% discount on spare parts



BRONZE WARRANTY SERVICE CHARGE

- Two Hours Labor
- Response time 72 hours

SERVICE PACKAGE DISCOUNT SCHEME

PLATINUM AND GOLD SERVICE
CONTRACT PROGRAMS HAVE THE
FOLLOWING DISCOUNTS:

- Two PPM visits every 6 months
- Unlimited service calls
- Unlimited spare parts replacement as required
- Maximum response time within 48 hours





**CHOOSE YOUR BEST SERVICE PRGORAM
& CALL US NOW**

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