



Level B
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LEVEL B SERVICE CONTRACT

John Morris Scientific Pty Ltd

Service plus Solutions
ABN: 81 001 768 396

Free Call: 1800 251 799
www.johnmorris.com.au

John Morris is delighted to offer our Level B Service Agreement Proposal. The Services provided as part of this proposal are detailed below:

Service Provided:	Service Details:
<p>1. Preventative Maintenance</p>	<p>To ensure the minimum “down time” of your equipment, John Morris Scientific Pty Ltd have trained engineers that will schedule and carry out specified number of preventative maintenance visits per year.</p>
<p>2. Discounted Breakdown Labour and Travel</p>	<p>If breakdown or malfunction occurs, John Morris Scientific Pty Ltd will provide labour and travel service support during normal business hours for your equipment as 15% discount from current rates</p>
<p>3. Response Time</p>	<p>The highest service request priority is given to instruments covered by a service agreement. John Morris Scientific service department will make every effort to return telephone inquiries within 1hour and commence repair within 24hours of a telephone call.</p>
<p>4. Additional Benefits of a Service Agreement:</p>	<ul style="list-style-type: none"> • 15% discount on parts • Regular preventative maintenance visits carried out at a mutually agreed time • Reduced breakdowns • Extended instrument life • Regular expert appraisal of your instruments condition • Updates on current versions of internal instrument E-prom Software as applicable • Technical and service telephone support on the instrument within the agreement • On-site maintenance training available during service visits • Return Of instrument to the workshop for repair (portable instruments) • Loan of replacement unit when available (portable instruments)

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