



MEDWARM PATIENT WARMING SYSTEM SERVICE CONTRACT

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1. Product Warranty:

1.1 The Medwarm Patient Warming System (MPWS) from Croyde Medical is sold with a **12-month warranty**. The warranty includes cover and support, as listed in the Service and User Manuals supplied with the product and summarised within this document. **The warranty covers the Medwarm Control Unit, Mattress and connecting electrical cable.**

1.2 Section 2 of this document provides additional Planned Preventative Maintenance (PPM) and Service options offered by Croyde Medical Ltd.

1.3 It is a requirement of the warranty conditions that any and all service and repair activities are only undertaken by a MPWS certified engineer.

1.4 PPM records must be kept and presented in the event of a warranty claim; this is applicable whether Croyde Medical or in-house PPM is completed.

1.5 The MWPS pre-use checks must be completed and recorded prior to each use.

2. PPM Service Contract Options:

2.1 Croyde Medical Ltd offers 3 levels of PPM Service cover:

- a.** Croyde Medical **BRONZE**: Recommended with warranty. PPM cover only.
- b.** Croyde Medical **SILVER**: Warranty expired. Includes PPM and call outs.
- c.** Croyde Medical **GOLD**: Warranty expired. Includes PPM, call outs and replacement parts

2.2 Croyde Medical recommends the Croyde **BRONZE** package during the 12-month warranty period to ensure serviceability and optimum performance prior to warranty expiring.

2.3 Summary of Service Contract Options:

	BRONZE** Contract	SILVER Contract	GOLD Contract
PPM inc. EST*	✓	✓	✓
Call outs	✗	✓	✓
Spare parts	✗	✗	✓
Technical helpline	✓	✓	✓
Call outs not attributable to fair wear and tear	✗	✗	✗

*EST – Electrical Safety Test

****BRONZE** Contract recommended during warranty period. Call outs and spare parts covered by the warranty.

3. Technical Training Options:

3.1 In-House Service option: PPM for the product **must** be carried out by an MPWS certified engineer. Should the Trust/Health Board decide to carry out in-house PPM, Croyde Medical Ltd can provide the required Technical Training delivered by a Croyde Medical engineer. A certificate of completion will be provided on successful completion of the training. The delivery of in-house Technical Training is provided in the attached quotation (maximum of 4 students).

3.1.1 Training includes one half-day session, and certification remains valid for 5 years, after which refresher training is recommended. Training is delivered on site. It is the hospital's responsibility to provide a suitable training area and available equipment.

3.2 PPM records must be kept and presented in the event of a warranty claim – this is applicable whether Croyde Medical or in-house PPM is completed.

3.3 In addition to the Technical Training, the following test equipment (the majority should be readily accessible to the Trust/Health Board's Clinical Engineering Team) is required to deliver acceptable in-house PPM:

- a. User and Service Manuals (supplied electronically by Croyde Medical Ltd).
- b. Multi-meter with thermocouple.

3.4 Items required to complete technical training:

- Medwarm Test Device - IMA-10
- Medwarm Calibration Test Apparatus - IMA-12

3.5 Croyde Medical will provide, on request, all associated Manuals and an instructional video to engineers on successful completion of the Technical Training.

4. Warranty & Service Contract Terms & Conditions:

- a. Call-outs: Croyde Medical will aim to attend site within 3 working days of a reported issue, subject to availability of engineers and access to the equipment.
- b. Coverage: Mon to Fri – 08:00 to 16:00 hours (excluding Bank Holidays).
- c. All products must be clean and available for an engineer to complete service tasks.
- d. Additional visits required due to non-availability of equipment will be chargeable at £250.00 per unit.
- e. PPM is not included within the standard warranty.
- f. PPM should be completed at 12-monthly intervals, commencing no later than 12 months post-delivery.
- g. Additional visits or call-out repairs not covered by the warranty or service contract are chargeable and will need to be quoted separately.
- h. A purchase order will be required for works that are not covered by the warranty or service contract.
- i. Contract price does not include moving or relocating the equipment and assumes that the engineer will be able to work continuously with suitable power and lighting available. Any interruption or delay to the work schedule, due to circumstances beyond our control, will be charged accordingly.
- j. Damage to equipment resulting from misuse or abuse is outside the scope of the agreement. Additional charges will apply.
- k. All prices are exclusive of VAT.
- l. An official Purchase Order is required to commence the service contract.
- m. All contracts will be invoiced annually in advance.
- n. Service contracts have 12 months validity.
- o. Renewal quotations will be sent two months before the expiry of the current contract.