



# BRONZE SERVICE PLAN

FOR VETERINARY, MEDICAL, CHIROPRACTIC, DENTAL IMAGING  
EQUIPMENT, ACCESSORIES AND SERVICING.



SUPPLIER OF CT, MRI, DIGITAL X-RAY, ULTRASOUND,  
DENTAL, IMAGING EQUIPMENT, AND CLOUD PACS SOLUTIONS





# BRONZE SERVICE PLAN



01923 237 521

## WHEN WAS YOUR LAST DIGITAL PROCESSOR OR X-RAY SERVICE?

### When was your last service?

Can you remember the last time your equipment received an annual service? Or did you wait until a problem arose before seeking advice? Has your equipment broken down in the past? Were you forced to turn customers away or even had a patient waiting for treatment?

### Speed up your system

An annual digital processor and X-ray service by PLH Medical allows our engineers to update your equipment's software. This not only helps identify unusual machine wear but also identifies operator misuse which could then result in premature equipment failure or safety concerns.

Over time your system can become clogged up with information and files. This can cause spontaneous crashing and can drastically slow down the equipment. For X-Ray equipment that is connected to the internet, our remote engineers can securely login and also clean up your X-Ray system.

Furthermore, our PLH Medical engineers can also clean and update software, check error logs as well as view how much memory your equipment has remaining.

### Did you know that your X-ray and digital processing equipment should be serviced annually?

Your digital processor and x-ray service should always be in line with the manufacturers guidelines and carried out by a manufacturer trained engineer. We understand your digital processor and X-ray equipment are an integral piece of kit. This also means that they need to be included in your annual maintenance to avoid any unnecessary downtime and prevent reduction of productivity.

### Take care of your investment

A patient's health is undoubtedly priceless, but it's no secret that your X-ray and digital processing equipment is a very important and a key investment within your practice. Therefore, it is important to take care of your diagnostic imaging equipment by having it serviced regularly. At the very least an annual service is capable of extending the life time of your equipment, which means less time worrying about downtime or replacement.

### Preventing the bigger issues

By requesting an annual service from PLH Medical, it allows our qualified engineers to spot potential issues before they develop into bigger and more expensive ones. Our engineers can offer advice and provide on-site assistance and even remote support.

Keeping your equipment clean is fundamental to any practice, but how clean is your equipment on the inside? Our engineers can run full diagnostics to ensure everything is working and calibrated fully. Much like a computer, X-ray and processing equipment contain fans that help keep the internal components cool. Unfortunately, fans don't fair very well against loose dust and animal hair that can often become trapped which can easily block a fan and prevent it from functioning correctly. Internal hardware is undoubtedly very pricey, and a quick clean can help prevent this avoidable expense.

Nevertheless, PLH Medical strongly recommend servicing your equipment annually. Updating software, checking and cleaning equipment internals, are just some of the reasons why an annual service can prevent an inconvenient and expensive breakdown at the worst possible moment.

Is your current service contract covering your practice's needs? With a variety of different contracts available. We are confident that we will have a tailored plan that suits all your needs and specific budget.

**Telephone: 01923 237 521 • [www.plhmedical.co.uk](http://www.plhmedical.co.uk)**

Unit B Greycaines House, 21 Greycaine Road, Watford, Herts, WD24 7GP • [sales@plhmedical.co.uk](mailto:sales@plhmedical.co.uk)



## Bronze Service Plan

All our Service Plans are designed to ensure that your equipment benefits from regular planned maintenance arranged at a time convenient to your practice. Our Bronze Service Plan is designed to offer unlimited telephone and technical support, from Monday through to Friday, from 09:00 to 17:00; excluding bank holidays.

We recognise that emergencies do occur so it's vital to have a support plan in place that offers invaluable assistance. If a problem cannot be resolved by our engineers remotely or fixed on site, loan imaging equipment may be available to keep disruption to a minimum until your own unit is repaired or other arrangements made.

## Service

A member of our Service Team will contact you to arrange your annual planned preventative maintenance inspection as recommended by the manufacturer's guidelines at a convenient date that suits you. This visit will take place during 09.00 – 17.00 Monday to Friday. The Bronze Service Plan includes an annual service of your processor and X-ray generator. You may wish for us to service additional equipment during our visit which may keep your overall servicing costs to as minimum.

## The Key Benefits of our Bronze Service Plan

- Unlimited Daily Telephone and Remote Support – Mon to Fri - 09:00 to 17:00 excluding all Bank Holidays
- 1 Hour Telephone Response Time
- Loan Digital Processor Solution Available (charges apply)
- Loan Portable X-Ray Generator Solution Available - with stand (charges apply)
- Priority Technical Support from 09.00 – 17.00 Mon – Friday
- Discounted ON-LINE CPD Training available
- FREE Remote Software Updates available
- Preferential spare part pricing
- Planned Preventative Maintenance Processor Service
- Planned Preventative Maintenance X-Ray Service



Our engineer will provide details of the work completed and the need for any further visits or replacement parts needed. Copies of the relevant service routines will also be left on site for your records or emailed to any address provided.

Any additional visits, extra to the planned preventative maintenance, either requested by the customer or found to be necessary by PLH Medical, will be chargeable at the current contract rates. Any emergency visits which is carried outside of 09.00 – 17.00 Monday to Friday will be charged at the appropriate out of hours travel/labour rate. If during such a visit it is deemed necessary to replace any parts or components to bring the equipment up to a satisfactory working condition, the customer agrees to purchase these parts from PLH Medical Limited.



**01923 237 521**

**Telephone: 01923 237 521 • [www.plhmedical.co.uk](http://www.plhmedical.co.uk)**

Unit B Greycaines House, 21 Greycaine Road, Watford, Herts, WD24 7GP • [sales@plhmedical.co.uk](mailto:sales@plhmedical.co.uk)





## Loan Equipment Bolt-on

In the event of an emergency we will endeavour to provide a temporary loan imaging solution to minimise down time in your practice.

We understand how important it is your imaging equipment is in peak working condition at all times. Equipment faults can occur when you least expect them and replacement parts from the manufacturer can take time to arrive.

As each situation will be unique to your practice our aim is to provide a loan solution for the period of assessment and/or repair of the system (charges applicable).

## Breakdown

If a breakdown visit is required in order to investigate an issue raised further, our engineer will be with you within 3 working days.

If our engineers are unable to repair equipment on site or remotely we may suggest for it to be brought to our workshop for repair. A loan unit will be offered, when possible, to reduce downtime.



**Telephone: 01923 237 521 • [www.plhmedical.co.uk](http://www.plhmedical.co.uk)**

Unit B Greycaines House, 21 Greycaine Road, Watford, Herts, WD24 7GP • [sales@plhmedical.co.uk](mailto:sales@plhmedical.co.uk)



# SERVICE COVER

## BRONZE SERVICE PLAN



**Unlimited Daily Telephone and Remote Support**  
Monday to Friday - 09:00 to 17:00 - Excluding bank holidays



**1 Hour Telephone Response Time**



**Loan Digital Processor Bolt-on Solution Available**  
(Charges apply)



**Loan Portable X-Ray Generator Bolt-on Solution Available**  
With stand (charges apply)



**Priority Technical Support from 09.00 – 17.00 Mon – Friday**



**Discounted ON-LINE CPD Training available**



**FREE Remote Software Updates available**



**Spread the Cost Payment Plan Available – No Interest**



**Preferential spare part pricing**



**Planned Preventative Maintenance Processor Service**



**Planned Preventative Maintenance X-Ray Service**

**Telephone: 01923 237 521 • [www.plhmedical.co.uk](http://www.plhmedical.co.uk)**

Unit B Greycaines House, 21 Greycaine Road, Watford, Herts, WD24 7GP • [sales@plhmedical.co.uk](mailto:sales@plhmedical.co.uk)