

Aquaphase Maintenance and Support Contracts

We are pleased to offer you two levels of support for your AquaPhase Equipment Washer: Gold or Platinum as follows:

Gold Programme

The Gold programme covers the costs of call outs (both travel and labour), two services a year and any parts that need repair or replacement, and an Annual training and recertification programme. Current guidelines advise that machine operatives have annual revision of their training and certification, and this is included in our Gold programme.

What is covered:

1. A service within every six months of the contract. At this time all jets will be checked and cleaned, and moving parts checked for effective and efficient working. Items will be replaced as necessary for effective operation of the equipment washer.
2. In the event of breakdown we believe time is of the essence. We will do our best to get the equipment washer working again as soon as possible by assistance over the phone. Where this cannot be achieved, we will visit and parts will be repaired or replaced as is appropriate. A wide range of spare parts is kept in stock in Bristol. Therefore, our aim will be to get your equipment washer up and running during the repair visit. If the appropriate parts are not available at the time, we will bring them in from the manufacturer in the USA by airfreight. We will aim to get one of our engineers to you at the earliest possible moment after your call if we cannot provide a faster solution over the phone, and certainly within five working days.
3. All parts and labour needed for maintenance and repair.
4. A half-day training session, on the principles of infection control, decontamination, and effective use of your AquaPhase Equipment Washer.
5. Short Test paper at end of training programme.
6. Certificate for each attendee (up to a maximum of six people at a session) valid for 12 months.

What is not covered:

1. Chemicals and any other consumables
2. Damage caused by abuse and failure to follow the routine procedures laid out in the instruction manual
3. Upgrades to the equipment
4. Supply of the utilities outside the machine



5. Machines over 10 years old: Main Pump Motor and PLC

	AQ3000 Series	AQ4000 Series
Gold	AQ3WARG1	AQ4WARG1

Platinum Programme

This covers the Gold programme plus Annual Microbiological testing for cycle efficacy.

What is additionally covered:

1. Four bacteria loaded test pieces prepared to ISO15883-5 specifications placed in the AquaPhase Equipment Washer, a cycle to be run, and test pieces to be removed.
2. Procedure repeated two more times with separate test pieces for each cycle.
3. Microbiological assessment of the test pieces by an independent microbiology laboratory.
4. Test report, with recommendations for changes in procedure if necessary.

	AQ3000 Series	AQ4000 Series
Platinum	AQ3WARP1	AQ4WARP1

Notes:

1. If the AquaPhase Equipment Washer has not had its contract renewed within the following eight weeks of the expiry date, renewal of the contract will be subject to a chargeable engineer inspection/pre-contract service (the Customer will also be charged for any additional parts used).
2. If contract is taken out when machine is new, we also offer an initial 3-year contract as follows:

	AQ3000 Series	AQ4000 Series
Gold	AQ3WARG3	AQ4WARG3
Platinum	AQ3WARP3	AQ4WARP3

3. Contract does not commence until invoiced payment received.

