



Level A
Level A

LEVEL A 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 A Service Agreement Proposal. The Services provided as part of this proposal are detailed below:

Service Provided:	Service Details:
1. Preventative Maintenance	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.
2. Unlimited Breakdown Labour and Travel	If breakdown or malfunction occurs, John Morris Scientific Pty Ltd will provide unlimited labour and travel service support to repair your equipment during normal business hours.
3. Response Time	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.
4. Additional Benefits of a Service Agreement:	<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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