



Servicing your Lightning Multi-Parameter Monitor



This document describes the procedure for arranging a service of your Lightning monitor.

The cost of an annual service is £45.00 plus £45.00 per module fitted in your Lightning plus return postage + VAT.

All servicing is carried out at our Henley's Business Park address in Devon.

A service will typically take 4 days, including shipping time. For urgent repairs/servicing we can reduce that to 3 days. If you would like a loan Lightning unit whilst yours is being serviced we can arrange this for you. The cost of a loan unit is £7.50 per day+ VAT.

Lightning Service Procedure:

- We recommend servicing every 2 years on average for your Lightning monitor.
We will endeavour to contact you at the time of your Lightning service. Alternatively, you may request a Lightning service by calling us on 01626 365505 or by completing a Lightning Service Request form and sending a copy of it to enquiries@vetronic.co.uk The Lightning Service Request form is available below. We will then contact you to arrange a convenient date for the service.
- If you have requested a loan unit, we will send you a Lightning loan unit in a secure case using our next-day carrier UPS. Once you have received the loan unit, place the Lightning due for a service in this secure case (full instructions are given) and then call us to arrange collection from you.



- We will service your Lightning and then call you to let you know when the service work is complete. If there are any costs incurred that are outside of the service (e.g. replacement of damaged parts) we will contact you for approval before proceeding.
- Your Lightning will then be returned to you. If you have a loan unit pack this in the secure case and then call us to arrange collection.

Lightning Service Request Form

To arrange a full service for your Lightning monitor please fill out this form and enclose it with the product when you send it to us.

Contact name:

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Practice name & address:

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Telephone and email address:

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Please include any problems you have been experiencing with the unit:

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The cost of a service is £45 for the base unit service plus £45.00 per module fitted plus postage + VAT.

For account customers we will invoice for payment within 30 days. For non-account customers we will require payment with the initial service request. If any repairs are required that will incur extra cost we will contact you before proceeding.



Before sending your unit to us please ensure the following:

- 1) Send us the main unit, all module equipment plus the electrical lead.
- 2) Telephone or email us to let us know the unit is coming.
- 3) Enclose this form with the unit.
- 4) Please pack unit up well to ensure it is protected during transit.
- 4) Send by Royal Mail- signed for delivery or a courier of your choice.
- 5) Insure at your discretion
- 6) We offer a collection service for £20.00 plus VAT, to arrange please get in touch.

Send your unit to this address:

Vetronic Services Ltd
Units 1&2 Henley's Business Park,
Manor Road, Abbotskerswell,
Newton Abbot, Devon,
TQ12 5NF

We are always looking to improve our service and to get feedback from our valued customers. We would welcome any comments here. Thank you.

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Many thanks.