



Merlin Ventilator Service Procedure Form



The service procedure for your Merlin:

- We will contact you at the time of your annual Merlin service
- Alternatively, you may request a Merlin service by completing a Merlin Service request form and emailing or faxing it to us. The Merlin Service request form is available below.
- We will then contact you to arrange a convenient date for the service
- We will send you a Merlin loan unit in a secure case using our courier.
- Once the loan unit arrives, please prepare your Merlin for transit by Parking the Chamber and tightening the Transit screws. This is essential to ensure that the chamber is not damaged in transit. To replace the chamber would cost £1250.00. All instructions can be found on our website but please call 01626 365505 if you have any queries.
- Then place your Merlin into the case and stick the Return Address Label onto the transport case. This label should have been with the loan Merlin.
- Then please call us to confirm it is ready for collection.
- We will then arrange collection with our couriers to return your Merlin to us.
- We will service your Merlin and return it to you, usually within a couple of days
- Once your Merlin is back with you and you have checked it after its journey please prepare the loan Merlin unit for transit back to us, as explained above. Once you are ready please call us to confirm you are ready for us to arrange courier collection
- We will contact you again in 12-months' time to arrange your next service.



Merlin Service Request Form



Merlin Collection Address: (please print clearly)
.....
.....
.....
.....
.....
.....

Contact Name.....

Phone Number.....

Fax Number.....

Email
.....
.....

I would like to arrange the Annual Service for the:

Merlin Small Animal Ventilator, Serial Number.....

I have read and understand the conditions of the service as set out in the document "Procedure for Arranging Merlin Servicing".

I understand that the charge for a standard service is £350.00 + VAT and I further understand that Vetronic Services Ltd will contact the practice if there are any repairs or procedures necessary, not covered by the service fee before proceeding with the repair.

Signed.....

Position in practice.....

I would prefer to be contacted by email* / phone* to arrange the Merlin service. * - please delete as appropriate

Please complete this form and fax or email it to Vetronic Services and someone will then contact you, using your contact details above, to arrange the service.

Thank you.