



Service Procedure for SAV04 Small Animal Ventilator



We recommend that you have your SAV04 Ventilator serviced annually to ensure that it operates efficiently and reliably. This document describes the procedure for arranging a service of your SAV04 Small Animal Ventilator.

The cost of an annual service is £105.00 plus return postage and VAT. All servicing takes place at our Henley's Business Park address in Devon.

A service will typically take 4/5 days including shipping time but we can try to reduce that if your service or repair is urgent. We do offer our SAV04 customers the option of having a loan unit sent to them to cover the period of time they will be without their ventilator. The cost of this is £165.00 plus VAT.

SAV04 Service Procedure:

- We will endeavour to contact you just before your annual SAV04 service is due. Alternatively, you may request a service by calling us or by completing the Service Request Form that is available below.
- Once we hear from you we then will contact you to arrange a convenient date for the service.
- If you have requested a loan unit, we will send you our loan SAV04 in a secure case using our next day carrier. Once this is received it will need to be unpacked and the SAV04 requiring servicing will need to be packed in the case we send and then you would need to call us to arrange collection. (Full instructions are given)
- Once we receive the unit we will assess it and contact you for payment of the standard service and ask for approval of any extras if applicable.
- As soon as we receive payment we will service your SAV04 unit.
- Once serviced we will return your SAV04 to you. If you have a loan unit, pack this in its case and call us to arrange collection.



SAV04 Ventilator Service Request Form



To arrange a full service for your SAV04 Small Animal Ventilator please fill out this form and enclose it with the product when you send it to us.

Contact name:

Practice name & address:

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Telephone number:

Email address:

Any problems with the unit:

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The cost of a full service is **£105.00 plus return postage plus VAT (or £165 plus return postage plus VAT with a loan)**. 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.

The service for this unit includes:

- Overhaul of the valve unit
- Solenoid and sealing washer replacement.
- Testing of wiring to the valve unit.
- Recalibration of pressure sensor
- Full reassembly and testing

Before sending your unit to us please ensure the following:

- 1) Send us both the main unit **AND** the valve unit plus the power supply cable.
- 2) Remove all anaesthetic tubing.
- 3) Telephone us to let us know the unit is coming.
- 4) Enclose this form with the unit.
- 5) Send by Royal Mail signed for delivery. (Insure at your discretion)

Send your unit to this address:

Vetronic Services Ltd
Units 1 and 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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