



Capnovet-10 – Procedure for Servicing

This document describes the procedure for arranging a service of your Capnovet-10 sidestream capnograph.

The cost of an annual service is £95.00 + 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 Capnovet-10 unit whilst yours is being serviced we can arrange this for you. The total cost of a service including a loan unit is £155.00 + VAT.

Capnovet-10 Service Procedure:

- We will endeavour to contact you at the time of your annual Capnovet-10 service. Alternatively, you may request a Capnovet-10 service by completing a Capnovet-10 Service Request Form and e-mailing or faxing it to us. The Capnovet-10 Service Request Form is available to download from the Capnovet-10 page on our web site at www.vetronic.co.uk
- We will contact you to arrange a convenient date for the service
- If you have requested a loan unit, we will send you a Capnovet-10 loan unit in a secure case using our next-day carrier. Place the Capnovet-10 due for a service in this secure case (full instructions are given) and then call us to arrange collection from you.
- We will service the Capnovet-10 unit and then call you to let you know when it is coming back. 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 Capnovet-10 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.
- From January 2014, any service, order, and/or repair under the value of £250.00 NET will need to be paid for prior to despatch. You can do this via BACs, cheque, or Paypal. To ease transition to this method, some customers have agreed to pay this way already. We would be grateful if we could count on your support from now as well.



Capnovet 10 Service Request Form

To arrange a full service for your **Capnovet 10 Sidestream CO2 monitor** 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:

Any problems with the unit:

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The cost of a full service is **£95.00 + 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.

The service for this unit includes:

- Overhaul of the main unit
- Clean and recalibrate the CO2 sensor
- Check and recalibrate the pump and sampling flow rates
- Install the latest software
- Full reassembly and testing

Before sending your unit to us please ensure the following:

- 1) Send us the main unit and sampling tubes AND the charger.
- 2) Telephone us to let us know the unit is coming.
- 3) Enclose this form with the unit.
- 4) Send by Post Office recorded delivery. (Insure at your discretion)

Send your unit to this address:

Vetronic Services Ltd
12 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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