

5 STAR PREVENTATIVE MAINTENANCE CONTRACT

The **5 Star Preventative Maintenance Contract** can help detect potential breakdowns and failures before they occur. We would recommend that all bedframes are placed under a maintenance agreement as soon as possible as this avoids costly breakdowns and repairs and contributes significantly to ensure the maximum in-service time of the equipment.

The **5 Star Preventative Maintenance Contract** provides for complete peace of mind. In the event of your bedframes developing a fault it is our mission to provide you with the highest possible incidence of first visit repair.

This **5 Star Preventative Maintenance Contract** will provide you with:

- One planned maintenance visit carried out, during normal hours, per annum by qualified Linet personnel on all contract-covered equipment (Schedule of work to be mutually agreed between both parties)
- Priority engineer call-out response
- Inclusive of all 'Call-Out Charges' for emergency breakdowns during normal hours
- Inclusive of all 'Labour Charges'
- Inclusive of all 'Spare Parts' (excludes consumable items such as batteries.)
- Inclusive of 'Electrical Safety Test' prior to release of the bedframes back into service
- Linet Engineer on-site response within 48 hours

4 STAR PREVENTATIVE MAINTENANCE CONTRACT

The **4 Star Preventative Maintenance Contract** can help detect potential breakdowns and failures before they occur. We would recommend that all bedframes are placed under a maintenance contract as soon as possible as this avoids costly breakdowns and repairs and contributes significantly to ensure the maximum in-service time of the equipment.

The **4 Star Preventative Maintenance Contract** provides a comprehensive level of service. In the event of your bedframes developing a fault it is our mission to provide you with the highest possible incidence of first visit repair.

This **4 Star Preventative Maintenance Contract** will provide you with:

- One planned maintenance visit carried out, during normal hours, per annum by qualified Linet personnel on all contract-covered equipment (Schedule of work to be mutually agreed between both parties)
- Priority engineer call-out response
- Inclusive of all 'Call-Out Charges' for emergency breakdowns during normal hours
- Inclusive of all 'Labour Charges'
- 10% discount off any spare parts
- Inclusive of 'Electrical Safety Test' prior to release of the bedframes back into service
- Linet Engineer on-site response within 48 hours

3 STAR PREVENTATIVE MAINTENANCE CONTRACT

The **3 Star Preventative Maintenance Contract** can help detect potential breakdowns and failures before they occur. We would recommend that all bedframes are placed under a maintenance contract as soon as possible, as this avoids costly breakdowns and repairs and contributes significantly to ensure the maximum in-service time of the equipment.

The **3 Star Preventative Maintenance Contract** provides a standard level of service. In the event of your bedframe developing a fault it is our mission to provide you with the highest possible incidence of first visit repair.

This **3 Star Preventative Maintenance Contract** will provide you with:

- One planned maintenance visit carried out, during normal hours, per annum by qualified Linet personnel on all contract-covered equipment (Schedule of work to be mutually agreed between both parties)
- Priority engineer call-out response
- Discounted emergency breakdown call-out rates
- 10% discount off any spare parts
- Inclusive of 'Electrical Safety Test' prior to release of the bedframes back into service
- Linet Engineer on-site response within 48 hours

2 STAR WARRANTY CONTRACT

The **2 Star Warranty Contract** can help detect potential breakdowns and failures, during the warranty period before they occur. We would recommend that bedframes, even whilst under warranty, are placed under contract as this can avoid the risk of bedframes having to be removed from service should a fault arise.

The **2 Star Warranty Contract** provides an essential level of service during the warranty period. In the event of your equipment developing a fault it is our mission to provide you with the highest possible incidence of first visit repair.

This **2 Star Warranty Contract** will provide you with:

- One planned maintenance visit carried out, during normal hours, per annum by qualified Linet personnel on all contract-covered equipment (Schedule of work to be mutually agreed between both parties)
- Warranty parts replaced if required with all labour and call-out charges included
- 10% discount off any spare parts required e.g. Consumable items such as batteries or user related damage parts as these are excluded from the contract.
- Inclusive of 'Electrical Safety Test' prior to release of the bedframes back into service
- Linet Engineer on-site response within 48 hours

Upon completion of each maintenance visit the engineer will complete a service report form (This may be in electronic form) and a signature will be requested by authorised personnel to confirm acceptance of the maintenance results.

Pricing Summary

Description	Qty	Cost per frame	Subtotal	VAT	Total Cost
5 Star PM Contract ▪ Eleganza Smart	XX	xxx.xx	xxx.xx	xxx.xx	€/£/\$ x,xxx.xx
4 Star PM Contract ▪ Eleganza Smart	XX	xxx.xx	xxx.xx	xxx.xx	€/£/\$ x,xxx.xx
3 Star PM Contract ▪ Eleganza Smart	XX	xxx.xx	xxx.xx	xxx.xx	€/£/\$ x,xxx.xx
2 Star PM Contract ▪ Eleganza Smart	XX	xxx.xx	xxx.xx	xxx.xx	€/£/\$ x,xxx.xx

E&OE

The above prices are open for acceptance for 30 days and is subject to our standard terms and conditions (available on request).

Our quoted price above does not include moving or relocating of the equipment and assumes that we will be able to work continuously with suitable power and lighting available. Any interruption or delay to the work schedule, due to circumstances beyond our control, will be charged accordingly. Consumable items, e.g. batteries, and/or damage to bedframes as a result of misuse or abuse of the equipment are outside the scope of the agreement. Under these circumstances the Linet charges prevailing at the time will apply.

Contract to be invoiced annually in advance.

Payment terms 30-days from Invoice date.

Normal hours are defined as 0900-1700, Monday – Friday.

Other Charges:

Contractual Call-Out Rate for Breakdowns **xxx €/£/\$**
(Inclusive of first 15mins labour)

Contract Labour rate **xxx €/£/\$**

Spare Parts charges, where applicable, will be charged at List price less 10%

User damage or misuse calls will incur Call-Out, Labour and spare parts charges unless the engineer is on-site. If our engineer is on-site no call-out charges will be applied.