

PREVENTIVE MAINTENANCE & REPAIR PROGRAM



ONSITE WHEN YOU NEED US
within 24 hours of your service request

Preventive Maintenance and Repair Program. The Washer Solutions™ Silver Service Program is a full service preventive maintenance and repair plan designed to meet the specific needs of your facility and ensure your equipment continues to operate at factory specifications. The program is structured to include equipment inspections with preventive maintenance service, emergency service with a guaranteed response time at your facility within 24 hours, and unlimited callbacks during normal business hours at no additional cost. During each inspection your equipment is tested to ensure it meets performance specifications and monitored throughout the contract period to resolve any issues that may result in future failures. In addition, Washer Solutions will provide replacement parts, at an additional cost, to ensure continued operation of your equipment. This eliminates the hassle of purchasing from multiple vendors and reduces the cost of your replacement parts. The goal of the Silver Service Program is to maximize equipment uptime, while controlling your maintenance labor costs.

Online Service Documentation. Washer Solutions provides 24/7 access to all your detailed service history and maintenance records required for compliance with regulatory agencies, including JACHO, FDA and AAALAC. In our web-based online service center, you will have the ability to submit electronic service requests quickly and easily, view upcoming scheduled visits, and retrieve detailed service history reports for each piece of equipment at your facility. All of this information is available to you when it is convenient with 24/7 web access. The Washer Solutions Online Service Center was created to improve the service request process and provide secure electronic storage of required service documentation for our customers.

SILVER SERVICE PROGRAM



Our full service preventive maintenance and repair plan, the Silver Service Program provides complete coverage for the labor required to maintain your equipment. The program ensures that your equipment will continue to operate at peak performance and costly downtime is minimized. If you are looking for a service plan to effectively maintain your equipment and control your labor costs, the Silver Service Program is the right choice for you.

SILVER SERVICE PROGRAM INCLUDES:

- Performance & Diagnostic Equipment Assessment
- Safety Inspections
- Preferred Labor Rate for Billable Service
- Ninety (90) Day Warranty on Parts & Associated Labor
- Toll-Free Telephone Support
- Detailed, Online Service Documentation
- Onsite Scheduled Preventive Maintenance Labor
- Travel Charges for Scheduled & Unscheduled Visits
- Unscheduled Service Labor (Onsite within 24 hours)

The Right Service Partner is Key. By choosing the right service partner, you can feel confident that your equipment will operate at peak performance, 24/7, and maximize uptime of your critical equipment. The wrong service partner may leave your equipment inoperable for days, or even weeks, leaving you to incur the high costs of downtime at your facility. Washer Solutions™ is the right choice, but don't take our word for it. Contact us today for references and speak with one of our many satisfied customers.

Service is where we excel, and we will be onsite within 24 hours of your emergency service request, typically at your facility the same day. Washer Solutions' certified technicians are factory trained and have years of experience servicing an impressive range of OEM equipment, including AMSCO, BASIL, GETINGE/CASTLE, LANCER, MTP, STERIS, TUTTNAUER and more. Our experts service washing, sterilization and surgical equipment in many of the leading hospitals and universities across the U.S.

SERVICE CAPABILITIES

- Scheduled Field Service & Technical Support
- Emergency Troubleshooting & Repair Services
- Preventive Maintenance Service Programs
- Equipment Installation, Verification & Demonstration
- Equipment Removal & Disposal
- NIST Calibration & Equipment Validation Services
- Rebuild & Upgrade Services

EQUIPMENT SERVICED

- Autoclaves / Sterilizers
- Bedding Dump Stations
- Cabinet Washers
- Cart Washers
- Glassware Washers
- Tunnel Washers
- Surgical Tables & Stretchers
- Bedding Dispensers
- Bottle Fillers
- Cage & Rack Washers
- Drying Ovens
- Operating Room Lights
- STERIS System 1 Washers
- Warming Cabinets

PREVENTIVE MAINTENANCE PROGRAMS	EQUIPMENT MAINTENANCE	GOLD	SILVER	BRONZE
<p>GOLD SERVICE: Comprehensive onsite service labor and parts program that provides complete coverage for scheduled maintenance and emergency repairs with a single investment.</p> <p>SILVER SERVICE: Onsite service and repair program that provides coverage for scheduled maintenance and emergency repair labor.</p> <p>BRONZE SERVICE: Onsite service program that provides coverage for scheduled maintenance.</p>	Performance & Diagnostic Equipment Assessment	✓	✓	✓
	Safety Inspections	✓	✓	✓
	Preferred Labor Rate for Billable Service	✓	✓	✓
	Ninety (90) Day Warranty on Parts & Associated Labor	✓	✓	✓
	Toll-Free Telephone Support	✓	✓	✓
	Detailed, Online Service Documentation	✓	✓	✓
	Onsite Scheduled Maintenance Labor	✓	✓	✓
	Travel Charges	✓	✓	✓
	Scheduled Preventive Maintenance Parts	✓	+	+
	Unscheduled Service Labor (On-site within 24 hours)	✓	✓	
Unscheduled Repair Parts	✓			

+ Scheduled preventive maintenance parts can be added to Silver and/or Bronze programs at an additional cost.

