

SafetyNet Service Support

In touch with your needs

SafetyNet Comprehensive Plus Contract (Option 1 Plus)

Original manufacturer service
Planned maintenance visits enable efficient resource scheduling
Professional and documented safety measures
Safe operation for user and patient
Simplified invoicing reduces administrative costs

Includes

An Uptime guarantee of 98% *
Assured telephone response of 1 hour (9.00am to 5.00pm Monday to Friday)
Assured on-site response of 4 working hours (9.00am to 5.00pm Monday to Friday)
All emergency call outs
All spare parts
All Planned Preventative Maintenance Visits
Electrical and Mechanical Safety checks as required by Health & Safety (Electricity at Work) regulations
Free software enhancements to existing utilities
Unlimited Applications support
Availability of loan transducer free of charge for a maximum period of 2 months in the case of transducer problems
Remote diagnostics where applicable
Transducers, vacuum devices and special components **
Hardware upgrades will be available at a 30% discount on the list price.
Fitting of upgrades will be free of charge

Not included

Parts and labour required due to negligence, accidental or malicious damage

* For Systems under 5 years old
Penalty clauses and down time calculations apply as stated in Toshiba's Conditions of Contract

** The transducers covered by this contract are listed in the attached schedule. Replacement of a maximum of two transducers free of charge per contract year. Additional transducers will be available at a 30% discount on current list price.

** Those listed in attached schedule

*** Minimum contract period 2 years

