



SERVICE CONTRACTS

SUPPORTING PEOPLE AND X-RAY EQUIPMENT* THAT
PROTECTS YOUR PREMISES



Summary of Service Contracts for Analysed Images & Third Party Equipment

Our range of maintenance service contracts incorporate service level agreements that support your front line operations, keeps equipment operating to specification and compliance with all applicable regulations. Platinum +, Platinum, Gold, Silver and Bronze. These are compared in table below.

ACTIVITY	SERVICE CATEGORY				
	Bronze	Silver	Gold	Platinum	Platinum +
Contracted Works					
Preventive maintenance visits	✓	✓	✓	✓	✓
Radiation test certification in accordance with IRR99	✓	✓	✓	✓	✓
On-site compliance assessment	✓	✓	✓	✓	✓
Labour and travel for scheduled service visits (During normal working hours Mon - Fri, 0900 - 1700)	✓	✓	✓	✓	✓
Basic operator training during scheduled service visits (uncertified)		✓	✓	✓	✓
Phone support (Mon - Fri, 0900 - 1700, excl holidays)	✓	✓	✓	✓	✓
Guaranteed response times		✓	✓	✓	✓
Breakdown call-out fee included (excluding labour & travel)			✓	✓	✓
Breakdown call-out fee included (including labour & travel)				✓	✓
Serviceable parts on AI equipment (excluding Pc & Generator)			✓	✓	✓
Serviceable parts on third party equipment (excluding Pc & Generator)				✓	✓
Out of hours support Weekends & Public Holidays					✓
Non Contracted Works					
Equipment moves & Relocations	Chargeable	Chargeable	Chargeable	Chargeable	Chargeable
Equipment Disposals	Chargeable	Chargeable	Chargeable	Chargeable	Chargeable
Training (Suspect package identification)	Chargeable	Chargeable	Chargeable	Chargeable	Chargeable
Training (Radiation Safety)	Chargeable	Chargeable	Chargeable	Chargeable	Chargeable
RPA (Radiation Protection Advisory)	Chargeable	Chargeable	Chargeable	Chargeable	Chargeable

* Purchase Order Required

Please Note:

Prices are available upon request, and can vary depending on, volume, age, manufacturer, model, location, site-specific issues and other customer requirements.

Analysed Images standard payment terms are annually in advance.

A discount may apply if multiple service agreements are purchased at any one time.

Failure to provide access for scheduled maintenance will result in the forfeit of the visit.

Our field engineers are RPS trained and fully supported by our UK based Centre of Technical Excellence.

FULL REGULATORY COMPLIANCE

Analysed Images contracts the services of a HSE - Accredited Radiation Protection Advisor to compliment our own comprehensive systems and processes to report on Health & Safety issues and compliance with the United Kingdom Ionising Radiation Regulations 1999 (harmonised with the EC directive 96/29 Euratom).