

Summary of Service Level Agreements

Analysed Images service levels support your front line operations, keep equipment operating to specification and facilitate compliance with all applicable regulations. Our standard service levels are designed to suit a range of operational requirements. These are summarised and compared below.

Planned Work	SERVICE LEVEL			
	Bronze	Silver	Gold	Platinum
No. Service visits p.a	1 / 2 / 4	1 / 2 / 4	1 / 2 / 4	1 / 2 / 4
Available PPM window	Business Hrs ¹	Business Hrs ¹	Business Hrs ¹	Business Hrs ¹
Radiation safety survey (X-ray systems only)	Included	Included	Included	Included
Labour, travel and subsistence charge	Included	Included	Included	Included
Phone support during Business Hrs ¹	Chargeable	Included	Included	Included
Preventive maintenance (inspection & adjustments)	Chargeable	Included	Included	Included
Basic operator training ⁴	Chargeable	Included	Included	Included
Regulatory compliance review (by arrangement) ⁵	Chargeable	Chargeable	Included	Included
Premium hours support ²	n/a	n/a	n/a	Optional ²
Unplanned Work / Fault Remediation				
Response times	Convenience	NBD ³	NBD ³	NBD ³
Call-out charge	Chargeable	Chargeable	Included	Included
Labour charge	Chargeable	Chargeable	Included	Included
Travel and subsistence charge	Chargeable	Chargeable	Included	Included
Parts charge (Minor Parts) ⁶	Chargeable	Chargeable	Included	Included
Parts charge (Major Parts) ⁷	Chargeable	Chargeable	Chargeable	Included ⁸
Supplementary Work				
RPA/RPE regulatory compliance evaluation ⁹	Chargeable	Chargeable	Chargeable	Chargeable
Training (suspect package identification) - certificated	Chargeable	Chargeable	Chargeable	Chargeable
Training (radiation safety) – certificated	Chargeable	Chargeable	Chargeable	Chargeable
Equipment relocations – certificated commissioning	Chargeable	Chargeable	Chargeable	Chargeable
Equipment disposals – certificated safe disposal	Chargeable	Chargeable	Chargeable	Chargeable

NOTES:

1. Business Hrs are 08:30 – 17:00
2. Premium hours include Business Hrs and agreed extended hours
3. NBD = Next Business Day (best endeavours)
4. Basic operator training during scheduled service visits is provided on request. Certificated training is covered under 'Supplementary Work'.
5. Regulatory compliance review is an informal assessment of regulatory conformance. Formal RPA/RPE regulatory compliance assessments are covered under 'Supplementary Work'.
6. Minor Parts are interventions costing <£500. Instances requiring 3rd party OEM parts/interventions are excluded from Minor Parts.
7. Major Parts are parts other than Minor Parts. Replacement equipment may be provided if Major Parts replacement is uneconomic.
8. Platinum service on 3rd party equipment specifically excludes X-ray sources, X-ray detectors and PC's and 3rd party call-out charges.
9. RPA/RPE regulatory compliance evaluations are performed by an HSE-approved Radiation Protection Advisor.
10. Failure to provide access for planned work will result in forfeiture of the visit.
11. Contact us for pricing taking account of your equipment type, age, location and site-specific considerations.