

MEPCare™ Contracts

Protect your investment the smart way



MEP Headquarters Australia and New Zealand

MEP Instruments Pty Ltd

PO Box 2173 Boronia Park NSW 2111
Unit 11, 56 Buffalo Rd, Gladesville NSW 2111
Phone (+61) 1300 720 485
Phone (+61) 02 8899 5200
Fax (+61) 02 8899 5299

Victoria

MEP Instruments Pty Ltd
17/25 Cook Rd, Mitcham VIC 3132
PO Box 107, Mitcham VIC 3132
Phone (+61) 03 8872 7000
Fax (+61) 03 9873 4867

Queensland

MEP Instruments Pty Ltd
Unit 9a, 253 Leitchs Rd
Brendale QLD 4500
PO Box 7280, Brendale QLD 4500
Phone (+61) 1300 720 485
Fax (+61) 07 3205 8894

South Australia & Northern Territory

MEP Instruments Pty Ltd
34 Grove Avenue
Marleston SA 5033
Phone (+61) 08 8297 8679
Fax (+61) 08 8351 5398

Western Australia

MEP Instruments Pty Ltd
C4, The Cloisters 225
Bagot Road
Subiaco WA 6008
Phone (+61) 1300 720 485
Fax (+61) 08 9381 5518

New Zealand (North)

MEP Instruments Ltd
Unit E2, 14-22 Triton Drive
Rosedale, Auckland 0632
PO Box 305161, Triton Plaza,
Auckland 0757
Phone (+64) 09 477 0620
Fax (+64) 09 476 0631

New Zealand (South)

MEP Instruments Ltd
352 Manchester St, Christchurch
PO Box 13 990 Christchurch
Phone (+64) 03 365 9954
Fax (+64) 03 365 9958



analytikjena

 Metrohm
Applikon

 Metrohm
Autolab B.V.

 Retsch
TECHNOLOGY

 Retsch



MEPCare™ Contracts

Service, certainty and so much more

No matter whether you work for a private company or for a public institution, as a laboratory manager you are required to use your resources as efficiently as possible. Failing equipment is a risk you simply cannot afford.

A MEP Care Contract is your operational insurance card: safeguarding your instrument from failure and giving you peace of mind – from day one and for as long as you have it.

Cost certainty

With a MEP Care Contract costs for maintenance and servicing are fixed and, more importantly, known to you – so you can keep in line with your budget.

Reliable measurement results

A MEP Care Contract means instruments are installed, calibrated and adjusted by trained and authorised MEP service professionals to ensure their operational efficiency.

Less risk of failure

Instruments that are serviced regularly fail less frequently and have a longer lifetime than instruments that do not get this care.

Fast repairs

With a MEP Care Contract professional help is just a phone call away. Repairs are always performed by trained and authorised service professionals on a priority basis.

Original manufacturer spare parts

Original spare parts provide the best fit for your instrument and ensure its long lifetime.

Discounted spare parts

With a MEP Care Contract you benefit from discounts on spare parts as specified in your Contract.

Maintain the value of your investment

Regular maintenance increases the service life of your instruments, so you retain the value of your investment.



MEPCare™ Contracts

Service tailored to your needs

The services offered by MEP are geared to your requirements. You can choose from a clearly defined range of MEP Care Contracts, which build on each other in terms of scope and provision:

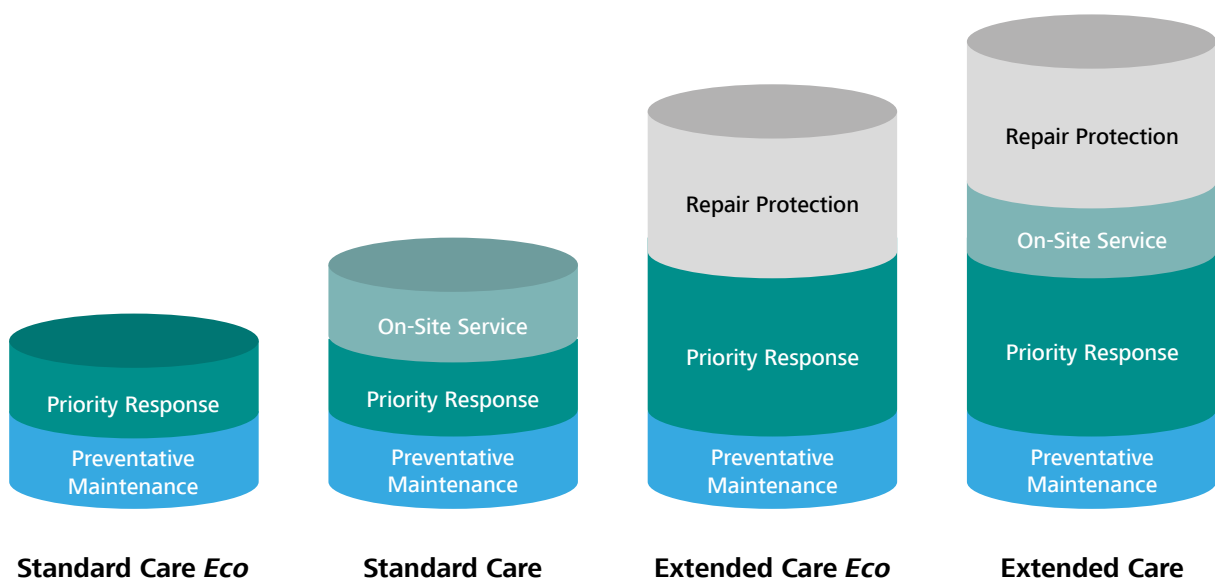
- **Standard Care Eco**
- **Standard Care**
- **Extended Care Eco**
- **Extended Care**

Preventative maintenance for a long service life

Regular maintenance is key to long-lasting, trouble-free operation of your analytical instruments and accurate measurement results.

That is why all MEP Care Contracts include at least one preventative maintenance check every year. This is carried out by a trained and authorised MEP service specialist. He/she knows the hard- and software of your analyser by heart and can advise you on best practices to get the most out of your system.

Preventative maintenance	
➤	is carried out at contractually agreed intervals
➤	comprises an electrical and mechanical inspection as well as a complete diagnostic check
➤	covers hardware and software
➤	is carried out with certified test equipment
➤	includes calibration and adjustment of the instrument
➤	is documented in a service report and a certificate



MEPCare™ Contracts

At a glance

	Standard Care Eco	Standard Care	Extended Care Eco	Extended Care
Workshop Preventative Maintenance (incl. Freight both ways)	✓		✓	
On-site Preventative Maintenance (incl. travel)		✓		✓
Certification	Certification of Performance	Certification of Performance	Certification of Performance	Certification of Performance
Technical Telephone Support (application support not included)	Limited	Limited	✓	✓
MEP Workshop or On-site Repair (Labour)	Reduced hourly rates	Reduced hourly rates	2 free repairs a year per instrument	2 free repairs a year per instrument
On-site Repair (Travel)	Reduced hourly rates	Reduced hourly rates	Reduced hourly rates	2 free visits a year per contract
Additional Spare Parts (fitted by MEP Technician)	Discount on spares	Discount on spares	Discount on spares	Discount on spares
Firmware updates			Installed free (if available, during preventative maintenance)	Installed free (if available, during preventative maintenance)
Software updates			Installed free (if available, during preventative maintenance)	Installed free (if available, during preventative maintenance)
Response time	Priority over non-contract customers	Priority over non-contract customers	Priority	Priority



StandardCareEco

Great service at an affordable price!

Your Standard Care Eco contract includes an Annual, Biannual or Quarterly preventative maintenance as well as repair service at reduced prices and a discount on spare parts.

Preventative Maintenance	Included	Optional
Annual, Biannual or Quarterly service carried out by trained and authorised service specialist	✓	
Function-related cleaning and lubrication	✓	
Replacement of wearing parts	✓	
Certified checking and, if necessary, adjustment of the various system components according to the manufacturer's instructions	✓	
Certification	Certificate of Performance	Calibration Certificate
Volumetric Calibration		✓
Freight to and from service centre	✓	
Response time	Priority over non-contract customers	

Additional features of Standard Care Eco	Your benefits
Repair carried out by trained and authorised service specialist at reduced prices	Cost certainty and cost savings in the event of repair
Discount on Parts	Cost saving
Priority over non-contract customers in an emergency and remote support within one working day by telephone or e-mail	Quick response times and rapid problem-solving ensures minimal downtime



StandardCare

Affordable service that comes to you!

Standard Care includes all the same features as Standard Care Eco but also includes travel to your site.

Enjoy all features of Standard Care Eco plus the following features Standard Care	Your benefits
Preventative Maintenance is performed on-site	Instrument stays on-site, short downtime for instruments

ExtendedCareEco

Maximise your service package!

Extended Care Eco is a better match if your analytical instruments are subject to especially demanding use. With two free repairs per year, it more appropriately addresses these special conditions to better reduce any risk of system failure.

Preventative Maintenance	Included	Optional
Annual, Biannual or Quarterly service carried out by trained and authorised service specialist	✓	
Function-related cleaning and lubrication	✓	
Replacement of wearing parts	✓	
Certified checking and, if necessary, adjustment of the various system components according to the manufacturer's instructions	✓	
Certification	Certificate of Performance	Calibration Certificate
Volumetric Calibration		✓
Freight to and from service centre	✓	
Response time	Priority	
Repairs or technical support (Labour)	Two free per instrument	
Firmware updates	Installed for free	

Enjoy all features of Standard Care Eco plus the following features Extended Care Eco	Your benefits
Free labour on two repairs a year per instrument	Your repair risk is covered
Priority assistance in an emergency and remote support within one working day by telephone or e-mail	Quick response time and rapid problem-solving ensures minimal downtime

ExtendedCare

On-site service, peace of mind!

Extended Care On-Site includes all the same features as Extended Care but also includes travel to your site

Enjoy all features of Extended Care Eco plus the following features Extended Care	Your benefits
Preventative Maintenance is performed on-site	Short downtime for instruments
Free travel for two repair visits a year per contract	Your on-site repair risk is covered

MEPCare™ Contracts

- ✓ Cost certainty
- ✓ Reliable measurement results
- ✓ Less risk of failure
- ✓ Fast repairs
- ✓ Original manufacturer spare parts
- ✓ Discounted spare parts
- ✓ Maintain the value of your investment



analytikjena

 Metrohm
Applikon

 Metrohm
Autolab B.V.

 Retsch
TECHNOLOGY

 Retsch

a company of Metrohm and Anton Paar

 **MEP**
instruments
The right chemistry.