

Service Options Specifications

Service Options Specifications	Bronze	Silver	Gold
Service visits	1	1	1
Length of contract	One Year	One Year	One Year
Emergency callout	–	1	2
Additional callout discount rate	10%	20%	30%
Discount off parts required	10%	20%	30%
Email support within one working day	✓	✓	✓
One telephone number for all aftersales calls	✓	✓	✓

Gold

The extended service coverage for those who want further peace of mind.

In addition to the Silver Plan you will benefit from one additional emergency callout and a 30% discount on additional callouts and necessary spare parts.

Silver

Ideal for the busy IVF laboratory who require on-site support reassurance.

The Silver Plan offers one emergency callout in addition to the Bronze Plan. You will also benefit from a 20% discount on additional callouts and necessary spare parts.

Bronze

This contract is designed for those customers who wish to keep their equipment in optimum condition.

During an annual visit, our CooperSurgical Fertility Service Engineer not only services your equipment, but addresses any minor problems you may not have noticed before they escalate – helping to ensure your equipment has a long and trouble free life. Bronze contract holders are also able to take advantage of a 10% discount on the cost of additional callouts and necessary spare parts.