



All Otometrics products are provided with a **Full Warranty**

You can contact our Fixed Price Repair Hotline on **0870 9000 675**

Enjoy complete peace of mind with our **Full Maintenance Contract**

Warranty

All Otometrics products are provided with a Full Warranty as standard

The Otometrics warranty is a standard one year warranty covering all product malfunctions due to faulty manufacture or components. A further full year warranty is provided, as standard, but please note that this is conditional on the basis that only Otometrics qualified technicians provide both the required technical support and any calibrations required during this warranty period. The cost of the actual calibrations are not covered by the warranty.

The basic Otometrics Warranty is a Return To Base warranty where, should the equipment become faulty during the warranty period you can send it back to Otometrics for inspection and repairs.

We can also carry out repairs at your own site via a fixed call-out fee or if you take out a Full Maintenance Contract; the two year warranty period would reduce the cost of your overall Maintenance Contract. We can provide Full Maintenance Contracts for a three or five year term.

Warranty Package includes:

- Customer support from 08.00–17.00 five days a week
- Email and telephone support
- Unlimited advice from Otometrics' experts
- Original spare parts from the manufacturer
- On-site repair*
- Loan equipment*

*For an additional charge

Fixed Price Repair

One fixed fee covers the complete cost of a repair – on site – regardless of the severity of the fault.

The way in which this works is that we have basically averaged the cost of repairs by model type and have used this as a "Fixed Price Repair" cost index. This figure would cover all aspects including travel, labour and components required as well as accommodation costs, where required.

This facilitates a service provision where all repairs will be completed on-site at your premises which will save you time and administration and will make the booking of a repair quicker and easier. Operating in this fashion will dramatically reduce potential down-time on any of your Otometrics product solutions and allow you to function more freely and effectively.

Fixed Price Repair includes:

- Customer support from 08.00–17.00 five days a week
- Email and telephone support
- Unlimited advice from Otometrics' experts
- Original spare parts from the manufacturer
- On-site
- Loan equipment*

*For an additional charge

Full Maintenance Contract

The Full Maintenance option fundamentally covers every aspect of support for any of your Otometrics product solutions.

There is the option of taking out either a Three, or a Five Year Full Maintenance Contract. These are seen to be more cost-effective if taken out at the commencement of your warranty period and there are attractive propositions available for multiple equipment installations. There are also options to cover your older equipment, subject to inspection.

For further information on which package is right for you, contact our Customer Support Hotline on 0870 9000 675, or email info@gnotometrics.co.uk. Alternatively, please speak to your local Otometrics representative.

Call outs where an engineer attends, but the problem relates to your computing infrastructure will be charged ● Support does not include third party equipment or software ● Laptops or other electronic equipment supplied by, but not manufactured by Otometrics are only supplied with a manufacturer's guarantee

Full Maintenance Contract includes:

- Customer support from 08.00–17.00 five days a week
- Email and telephone support
- Unlimited advice from Otometrics' experts
- Original spare parts from the manufacturer
- On-site repair
- Annual calibration
- Loan equipment free of charge and held at a ratio of one for every 10 units on contract
- Priority breakdown response
- 30% off all relevant training programmes and seminars provided by Otometrics
- Free software upgrades for the life of the contract
- Annual and monthly payment options are available



Otometrics has a service option designed to meet your needs.



Think Service

When you invest in Otometrics hearing, balance testing, and fitting technology, we will support you every step of the way.

Our customer services and support team are experts in every aspect of our products, from installation to training.

Think Service outlines our support options to ensure that you receive technical information and guidance from us and enhances your ability to provide efficient and effective clinical services for your patients.

Assessment

Before we recommend a product, our teams will conduct surveys to assess your existing infrastructure and requirements. This ensures that we design, deliver and install products that are configured to your exact needs, and those of your patients.

Installation

Our technical specialists will manage the entire installation process and can project manage internal staff and other parties

to ensure this phase runs as smoothly as possible. Our technicians will also conduct a thorough product testing phase for you, before going live.

Training and Clinical Support

During the installation process, we carry out in-depth training for you and your teams and if necessary, provide a Clinical Specialist to cover the clinical aspects of your individual product needs for testing, diagnosis and interpretation.

To assist users of Otometrics solutions, we run a European VNG/ENG course in addition to the regular training seminars you can subscribe to. We also provide Residential Training Courses for both clinical and operational subject matters and are also able to provide bespoke courses to be held at your own premises covering topics of your own preference.

Warranties and Repair Packages

We have three options for you to choose from:

- 1 **Warranty** – all of our products come with a full warranty
- 2 **Fixed Price Repair**
- 3 **Full Maintenance Contract**

See inside for details of these options, or please contact your Otometrics representative for more information.

Calibration

Otometrics also provides a fully inclusive on-site calibration service provided by our expert engineers.

As we are the manufacturer in most cases, we have ensured that our engineers are fully trained and certified to the highest standard to deliver the highest possible quality of support.

Think Service... Service and Maintenance options