

Service and Warranty

All Priorclave autoclaves carry one of the most supportive Service and Warranty agreements available - made possible due to quality precision build standards combined with using the very best components to create the most reliable and efficient steam sterilisers. Strength in design is proven by the fact that a large number of autoclaves supplied in the early years of the company are still performing exceptionally well after 23 years as a result of a Maintenance Plan which includes scheduled servicing and on-line support.

- All Autoclave pressure vessels are manufactured from grade 316L stainless steel and come with a 10 year guarantee.
- Autoclaves operating within the UK carry a 12 month parts and labour guarantee.
- Priorclave also provides extended warranties which are available upon request and include routine service visits.

Planned Preventative Maintenance Plans

A Priorclave Preventative Maintenance Contract is designed to keep the autoclave in a safe, efficient working condition, reducing the possibility of costly downtime. Maintenance Plans run on a yearly basis and generally incorporate two scheduled service visits by a fully factory trained Priorclave Service Engineer working from a well-equipped vehicle. The engineer will carry out a thorough service covering all aspects of the autoclave's mechanical and electrical systems in accordance with a pre-defined maintenance checklist detailing up to 72 specific points, making adjustments where necessary to ensure that a fully operational condition is maintained. At the end of the visit, a completed Maintenance Report will be presented for your approval, with copies to be kept for your own records. This will prove invaluable if you have to comply with stringent Quality Assurance or Insurance regulations.



For autoclaves within the warranty period there is no charge for parts (please note that consumables such as silicone lid gaskets and wandering thermocouples; and damage resulting from external causes, e.g. accidents, spillage or the effects of a hard water supply, are not covered by the warranty).

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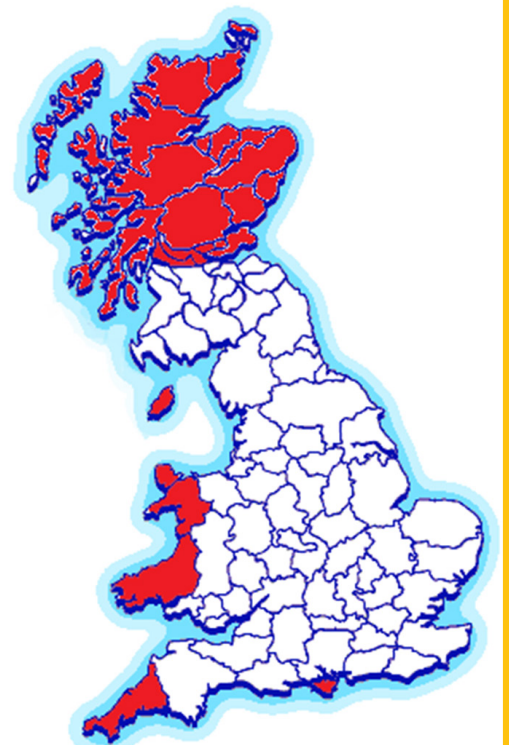
www.priorclave.co.uk

Maintenance Plans

Key Benefits

- **NO HIDDEN EXTRAS:** The scheduled routine Priorclave Preventative Maintenance visits are inclusive of all site time, mileage and engineer travelling time
- The quality and safety of work is assured by the ISO9001 quality system and is backed by a £5 million Public Liability Insurance Policy
- Service visits are carried out only by factory trained and dedicated engineers, fully experienced with Priorclave pressure vessels, closure assemblies, control systems and computer software
- Priorclave Preventative Maintenance Plans offer outstanding value for money, enabling customers to obtain the absolute maximum from their autoclave investment from the moment the plan is implemented and for many years to come
- The Tactrol® microprocessor control system will be upgraded as required, without charge.

The map shows the areas covered by Priorclave Preventative Maintenance Plans, the colour bands of Zone A (white) and Zone B (red) indicate a possible price variation. For latest information call the Service Team direct.



Planned Preventative Maintenance Plans

Priorclave offers **three tiers of maintenance plans** and is also able to tailor programmes to match specific needs.

STANDARD

Covers all site time and travel costs for scheduled service visits, and a 15% discount on parts fitted. Any additional visits are charged at our normal rate less 15%.

The Standard plan is available with 1 - 4 preventative maintenance visits per year.

STANDARD PLUS

Standard PLUS In addition to the scheduled service visits, this Plan also includes all parts supplied¹ during the term of the plan.

Standard Plus plan option is based on 2 - 4 preventative maintenance visits per year.

ALL INCLUSIVE

Includes everything available in Standard Plus and also all site time and travel for call-outs to breakdowns and is inclusive of all parts supplied¹ during the term of the plan.

The All Inclusive plan option is based on 2 - 4 preventative maintenance visits per year.

¹Replacement parts fitted or supplied as a result of misuse or accidental damage are excluded from all plans but will benefit from a 15% discount.

Priorclave service engineers implement Preventative Maintenance Plans at your premises with the minimum of downtime ensuring the autoclave is in top condition, ready at all times to deliver the very best steam sterilising process.

If during the visit replacement parts are required for your autoclave, your approval will be sought before fitting takes place. The service engineer carries a price list so that costs may be established before repair work starts. All Priorclave parts fitted by our technicians will be subject to a 15% discount on current list prices for contract holders. Your autoclave may also be upgraded with many post installation options, such as Tactrol printers or timed or pulsed free steaming with no extra labour charges if fitted during a service visit.

UKAS ACCREDITATION

UKAS Calibration

Priorclave operates a UKAS accredited calibration laboratory for your calibration and performance qualification requirements on autoclaves and most other laboratory thermal equipment.

Where appropriate, adjustments or any other action necessary to correct errors in the calibration of your autoclave will be carried out by our technician.



The autoclave should be calibrated at each temperature at which it is normally used.

UKAS Performance Qualification

Performance qualification is an accurate method of assessing and maximising the efficiency of your autoclave cycles and your individual load types.

Not only does this ensure that your load will be adequately processed, it can often allow cycle times to be safely reduced to improve productivity, as well as providing a valuable aid for risk assessment purposes - an obligation of Health and Safety regulations.



Priorclave can also offer up to 32-point temperature mapping to suit your requirements.

UKAS accredited certificates are issued for all calibration, thermal mapping and performance qualification work.



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