



Logistics House • Buckshaw Avenue • Chorley • Lancashire • PR6 7AJ

## MESM Service and Calibration

At MESM we understand the importance of having fully functional equipment therefore we provide a range of service and maintenance programs to ensure your equipment management is stress free.

MESM have a UK based service department who will monitor, organise and carry out your equipment and repair needs. Our service teams are fully qualified engineers who work to ISO13485, ISO9001 standards and have been trained by leading manufacturers. Services available include:

- Equipment calibration, functionality and safety testing
- Annual service and calibration
- Breakdown support
- On site servicing field based engineers or return to base options
- Service Plans: preventative maintenance, annual service contracts and comprehensive contracts\*

### Equipment Supplied/ Serviced by MESM will be monitored as standard including:

- Notification when your next service or product update is due
- Organise a mutually beneficial date to carry out the service
- Supply a loan machine if require\*
- Regular updates with progress reports
- Upon completion of work relevant certification issued

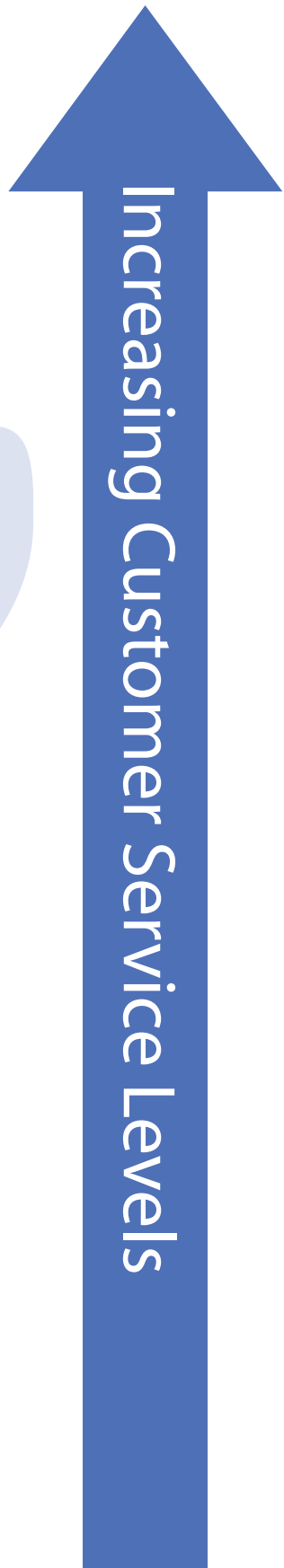
### Product Breakdowns:

Any product breakdowns reported are dealt with on a priority basis. We offer full technical support service from both MESM and Manufacturers enabling users to resolve problems quickly.

In the event that a fault is unable to be resolved via telephone, hired equipment from MESM will be repaired on site or replaced within 48 hours.

\*Comprehensive contracts only available on equipment supplied by MESM.

\*loans units available subject to availability



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UK Vat number: GB 919 8179 75 • Company Reg No: 6317167



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We will carry out equipment safety checks including electrical safety test and check the functionality of equipment against manufacturers' specification. If the equipment passes both tests we will issue a certificate of conformance. Should there be a problem with either of the two areas we will advise you immediately of:

1. The non-conforming equipment reference
2. The fault(s) identified
3. Approximate Cost and lead time for repair.

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