

HAAG-STREIT UK SERVICE DIVISION

Why trust any other service provider with your gold-standard equipment?



Look closer. See further.

The Haag-Streit UK Service Division **Committed to the critical area of service & support**

Haag-Streit UK (HS-UK) designs, manufactures and sells a complete line of optometry, orthoptic and ophthalmic equipment and maintains exclusive distributorships for leading brands, such as; Haag-Streit Diagnostics, Haag-Streit Simulation, Clement Clarke Ophthalmic, Optovue and Meridian.

All HS-UK products are backed by the highest-level of customer service and support.

The HS-UK Service Division

Established in the 1930s, our Service Division is committed to the critical area of preventative maintenance and support. Constantly improving upon the levels of service and repair, we always strive to give you full peace-of-mind.

As an Authorised Service Centre, we provide a variety of comprehensive service contracts for all the products within our portfolio, including; slit lamps, biometers, perimeters, lasers, OCT equipment and medical simulators.

In addition, we are also an Authorised UK Service Agent for the Haag-Streit Surgical range of microscopes, which are distributed by our sister company, John Weiss & Son.

The HS-UK Service Division is BS EN ISO 13485:2016 accredited.

Why do I need a service contract?

When you take out a service contract with the HS-UK Service Division you are entering into a partnership with us.

We strive to maximise the availability of your equipment by incorporating an annual pre-planned maintenance visit. This is carried out by one of our Service Engineers at a time and date convenient to you. During this visit we will fully-examine the functionality of your equipment and replace any necessary parts. A pre-planned maintenance visit will reduce the risk of equipment failure and downtime, and also ensures that the device performs in accordance with required manufacturer standards and specifications. This allows your staff to provide patients with the best possible examination, diagnosis and treatment.

Why HS-UK breakdown support?

At HS-UK we understand how important it is for your clinic or practice to run seamlessly, with no interruption to your service. Whilst we are proud to say that our products are gold-standard, service issues can still arise, which may lead to your equipment needing to be repaired by an expert.

We offer a dedicated support helpline, which is open Monday-Friday 9am -5pm. Your call will be answered by our friendly help-desk staff at our UK-based call centre. Logged on our specialist service software system, your call will then be transferred to a member of our team of technical service experts. If a site visit is required, a HS-UK Field Service Engineer will contact you to arrange a convenient time.

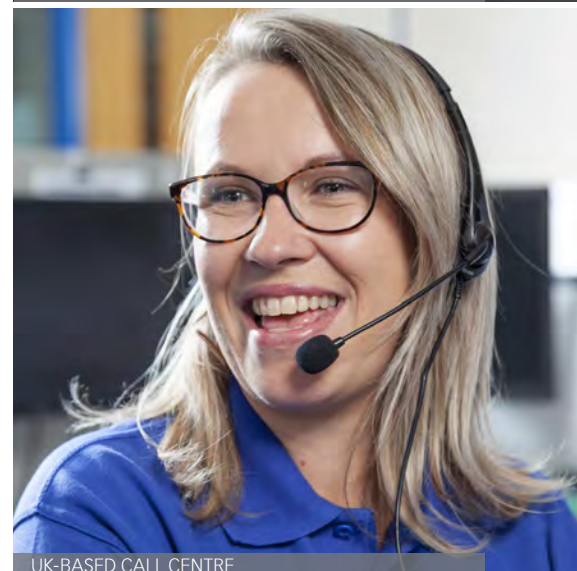
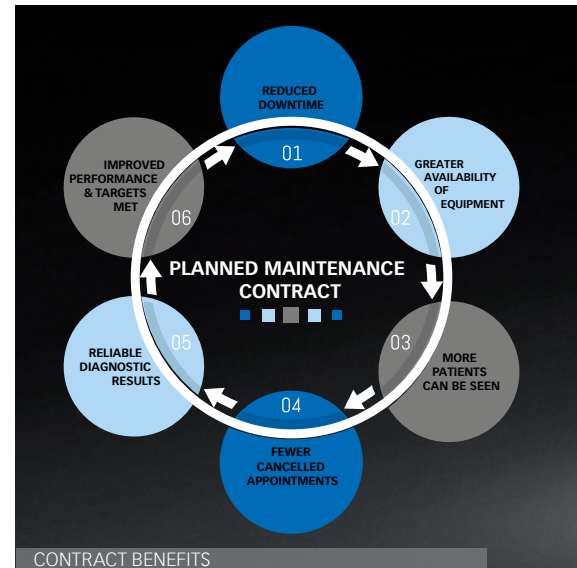
The HS-UK Service Division holds over £500,000 worth of genuine manufacturer spares in our fully-equipped workshop facility. In addition, our Field Service Engineers carry with them a full range of spares and diagnostic equipment to ensure that we can replace any parts needed quickly and efficiently.

If our Field Service Engineer cannot repair your equipment on-site, we will arrange for it to be transported to our purpose-built service facility. Our fully-equipped workshops contain state-of-the-art testing equipment, including; specialised manufacturer diagnostic tools and jigs.

Trained & experienced

All HS-UK Workshop and Field Service Engineers benefit from an ongoing Engineer Development Programme. Each Service Engineer receives comprehensive product training as part of their induction. Following this, they receive regular update training from manufacturers to ensure they are able to provide the highest level of service on each and every product within the HS-UK portfolio.

We aim to give you unparalleled personal service. Each Field Service Engineer is responsible for their own geographic region, ensuring you see the same Engineer, every time.



UK-BASED CALL CENTRE



ON-GOING ENGINEER DEVELOPMENT PROGRAMME

04 | 05 CHOOSE GOLD, SILVER OR BRONZE FOR FULL PEACE-OF-MIND

HS-UK Service Contracts

Which service contract is right for you?

We offer three standard service contracts; Gold, Silver and Bronze. Each service contract is designed to give you full peace-of-mind and the different levels allow you to choose the option which is right for you. Our Field Service Engineers will visit your premises and undertake a full service of the equipment covered by your contract.

All contracts benefit from our priority response to call-outs. Also included is access to our call-centre help desk, where your call will be immediately logged and your service issue dealt with, quickly and professionally.

	Gold	Silver	Bronze
Annual service visit	■	■	■
Labour & travel costs for annual service	■	■	■
Genuine manufacturer parts	■	■	■
Priority response to call-outs*	■	■	■
Call-out charges	■	■	■
Access to UK call-centre help desk	■	■	■
Parts fitted with traceability	■	■	■
Breakdown labour & travel costs	■	■	
Temporary loan units**	■		
Return courier costs covered	■		
Inclusive of cost of parts	■		

* Maximum of 3 visits per year ** Where available

Bronze level cover

When you take out a Bronze level contract you will receive one full service visit per year on the equipment you wish to cover. One of our fully-trained Service Engineers will contact you approximately one month prior to the date your equipment is due for servicing, to arrange a suitable date and time for your service visit. The Bronze level contract is fully-inclusive of all travel and labour costs associated with this annual service.

Our Field Service Engineer will complete a thorough inspection of your equipment and will replace any faulty or worn components with genuine manufacturer parts. To ensure full traceability, any parts used are detailed in the service report provided post-visit.

Our UK-based call-centre is on hand should you need to report a service issue with your ophthalmic equipment. If your device should break down or experience a fault, your local HS-UK Field Service Engineer will contact you to arrange a convenient time to visit and repair your instrument. Call-out fees are included in the cost of your Bronze service contract.

Silver level cover

When you take out a Silver level contract, you will receive all the benefits associated with a Bronze contract, however, in addition, the Silver contract also covers all travel and labour costs incurred if a Field Service Engineer needs to attend your site and repair any ophthalmic equipment.

Gold level cover

Our Gold level contract is the most comprehensive HS-UK service contract available. It combines all the benefits of the Bronze and Silver-level contracts however, in addition, the Gold level contract also covers the cost of any replacement parts that may be needed to repair your equipment.

In the unlikely event that our Field Service Engineer is unable to fix your equipment on-site, the Gold level contract includes shipping the faulty device, via courier, to our purpose-built Service Division workshops in Harlow for immediate repair. If this is necessary, we will also provide a temporary replacement instrument so that your clinic can continue to operate seamlessly, with no disruption to your service.**

Bespoke contract offerings

Our Gold, Silver and Bronze contract options offer most customers an ideal solution to their service requirements. However, if your organisation is looking for something outside the three standard offered service contracts, we can tailor a bespoke contract to suit your individual requirements. For example, you may be looking for greater service frequency, out-of-hours cover, or require dedicated loan equipment. Alternatively, you may be considering a single service contract to cover multiple equipment or various sites.

If you would like to discuss creating a bespoke contract for your hospital or clinic, please email our Service Team at service@haag-streit-uk.com and we will be happy to discuss the various options available.

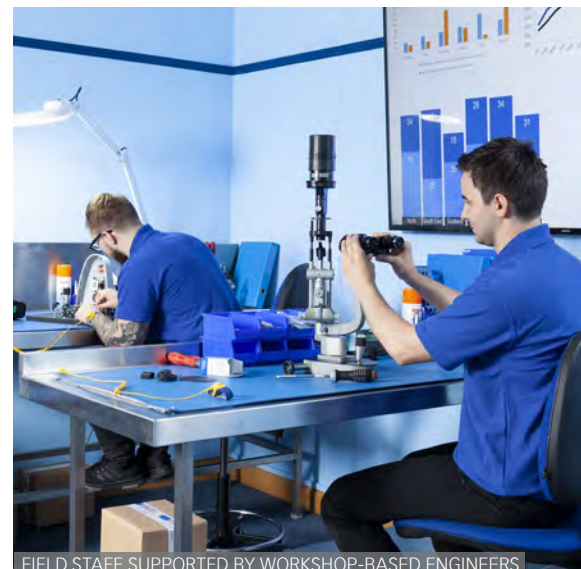
** Where available



ALL CONTRACTS INCLUDE AN ANNUAL SITE VISIT



TAILORED SERVICE CONTRACTS TO SUIT YOUR NEEDS



FIELD STAFF SUPPORTED BY WORKSHOP-BASED ENGINEERS

HS-UK Service Division

We enjoy going that extra mile...

Breakdown response

If you report your equipment as broken-down or faulty, you will receive a call from your local HS-UK Field Service Engineer to arrange a convenient time to visit and repair your instrument. You will receive this response within four hours of you reporting any performance issues.

Pre-sales consultancy

We offer a variety of pre-sales assistance, including; a free audit of your current equipment and a full site survey, to ensure that your equipment is delivered and installed without a hitch.

Pre-delivery inspection

When you purchase equipment from Haag-Streit UK our Workshop Engineers carry out a full pre-delivery inspection, testing the equipment to reduce the risk of any faults upon delivery and installation.

Flexible payment plans

As well as our standard Gold, Silver and Bronze annual contracts, we offer substantial multi-year discount incentives. We also have a variety of flexible payment options to ensure that our customers can pay in a way which suits them.

Additional chargeable services

In addition to the service levels covered by our Gold, Silver and Bronze contract options, we also offer a number of additional chargeable services, including; bespoke installation, non-contract ad-hoc call-outs, IT services, equipment audits, equipment relocation, first-line user maintenance training and electrical safety testing.

Bespoke installation

We can assemble and install your instruments on a bespoke basis to match your existing furniture and meet your specific needs. We will ensure that all equipment is recalibrated and in perfect working order before we leave.

Equipment audits

Our Engineers are happy to carry out a full equipment inspection and provide a comprehensive report detailing the general condition of equipment and repair or upgrade, where required.

IT services

As the need for increased levels of patient data security becomes ever more paramount, our IT Services Department is on hand to offer advice and assistance with data transfer from local installations to network servers. We offer a choice of options, tailored to suit your individual requirements. A remote diagnostic service is also available.

Tonometer repair

We can repair, service and calibrate your tonometer at our dedicated tonometer workshops. We use state-of-the-art testing and calibration equipment and genuine manufacturer parts and materials are included in the fixed cost.

Loan stock offering

If your equipment cannot be repaired quickly on-site, subject to which contract you choose, we can provide loan equipment* to enable you to carry on providing a normal service for your patients.

Electrical safety testing

We can carry out electrical safety testing on any equipment on site, as an additional service, in accordance with the IEC 62353 standard. If your faulty equipment is covered by an existing HS-UK Service Division contract and needs to be returned to our workshop, the repair includes full electrical safety testing, as standard.

First-line user maintenance training

We offer first-line user maintenance training (including the replacement of consumables and equipment 'housekeeping') to ensure that your staff are confident that they understand how to keep the equipment in optimum condition in between service visits.

Equipment relocation

If you need to relocate your equipment, then we are here to help that process run as smoothly as possible. We can help you uninstall the equipment, ensure it is reassembled correctly, recalibrate it, and run a complete system check to ensure it is working perfectly in its new location.

* Where applicable



OUT-OF-HOURS SERVICE AVAILABLE FOR EMERGENCIES



AD-HOC SERVICE CONTRACTS AVAILABLE



ELECTRICAL SAFETY TESTING INCLUDED IN WORKSHOP REPAIRS

Why partner with us?

Comprehensive standard and ad-hoc service contracts, experienced and fully-trained Field and Workshop Service Engineers, a dedicated service helpline and a UK-based call-centre, manned by our friendly Help Desk Team. There are many reasons why our valued Customers choose the HS-UK Service Division to service and repair their ophthalmic, orthoptic and optometry equipment.

If you wish to find out more, simply telephone **(01279) 456314**, or email **service@haag-streit-uk.com**, we would be delighted to discuss your requirements.

HS-UK SERVICE DIVISION

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