

New Service Contracts 2013



The Celsius thermometry system from McQueen-Cairns is one of the most advanced pieces of technology for non-invasive temperature measurement in the world.

Suitable for a wide variety of chilled, frozen or ambient food products, Celsius enables fast and accurate measurement of product temperatures.

Celsius saves you money time and time again by;

- Eliminating product wastage - non-invasive, all products can be returned to store
- No waste for disposal – saving you more money and storage
- Greater accuracy and consistency – temperature measurement is not reliant on the position of thermal probes
- Eliminating human error
- Improving the efficacy of quality assurance procedures



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New – Annual Service Contracts

All high tech engineering equipment requires regular maintenance and servicing to remain at optimum performance and your Celsius is no different. At a replacement cost of over £24,000 per unit, it's well worth investing in regular servicing to maximise life expectancy.

In response to demand we are introducing new on-site service plans. No longer will you need to crate and return units to us, resulting in huge amounts of down-time, inconvenience and wastage costs. Our engineers will come out to you.

Our Service Plans

Coverage is based on distance from our headquarters in Brentford, Middlesex. If you're anywhere under 75 miles from Brentford then you're in Zone A. If you are over 75 miles then you're in Zone B (most of UK).

Moreover we are offering three levels of service plan; Gold, Silver and Bronze, so you can choose the level of service best suited to your organisation. A popular option is Silver as this includes all replacements parts required on your first call out, giving you peace of mind over unforeseen costs.

Example:

Ace Foods Inc, based in Trowbridge, Wiltshire have one Celsius thermometry unit. Taking out a Silver Service Contract will cost £1,150 per quarter. This includes the annual calibration visit arranged at a time to suit you; one emergency call-out including all parts; plus 15% saving off of any further call-outs per annum. And it's worth noting that all Service Contract customers receive priority call out attention over non-contract customers, meaning we get to you faster.

Compare this cost to our standard, non-contract fees;

Annual calibration	£950
Emergency call-out	£1,200
Parts (estimate)	£3,500*
Total	£5,650 equivalent to £1,412.50 per quarter

Taking out a Silver Service Contract would have saved £1,050

*See our accompanying Spares Price List



Service Plan Costs 2013

	Bronze	Silver	Gold
Annual Calibration	✓	✓	✓
First emergency call-out pa	✓	✓	✓
Second emergency call-out pa	Extra	Extra	✓
Labour	✓	✓	✓
Parts	Extra	✓	✓
Cost per quarter Region A	£325	£950	£1,250
Cost per quarter Region B	£495	£1,150	£1,500

Please see our website for full terms & conditions. All costs are active from April 6th 2013. Additional emergency call-outs are charged extra at £1,020 per visit.

Standard, Non-Contract Costs

For those who do not wish to take advantage of the cost savings and peace of mind offered from our service plans, the following standard call-out prices will operate;

Non-Contract Costs	Cost Region A	Cost Region B
Annual calibration visit to provide Calibration Certificate	£600	£950
Emergency call-out	£850	£1,200

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To take advantage of our new service contracts please register now at www.mcqueen-cairns.com/service.

You'll be able to access the documents you need to progress your order. If you own more than one Celsius system, contact us now on 0208 707 1707 to discuss a multi-unit contract.



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