



## What is the Metallisation Service Guarantee?

Our products are put through their paces. It starts with hundreds of hours of rigorous testing in our labs, then out in the field through the harshest conditions. But still, we understand things happen – that is why we offer The Metallisation Service Guarantee.

Metallisation aims to offer the highest standards in our service and repairs. We have a dedicated technical service team of engineers capable of fault finding and diagnosing all equipment issues, whether it's a 1960's MK40 flame spray pistol or the latest PCC HVOF.

We want our customers to be impressed by the quality of our work and to be satisfied with the service and reliability of every interaction with our team. Our goal is to provide you with a consistently superior customer experience—whether during a service visit or arranging a service return. The Metallisation Service Guarantee lets you know what you can and should expect.



## We make the following service/repair guarantee:

- Once notified by you of an issue, we aim to provide an initial response within 1 working day.
- We will initially attempt to diagnose the issue remotely, either by telephone, email or video conference to see if we can get you up and running again. This is most likely to be a temporary fix, which will not be covered under the Metallisation Service Guarantee and in the majority of cases it will be necessary to carry out further diagnostics.

Detailed diagnostics will be undertaken either onsite by one of our service engineers or by the system being returned to us.

- If the system is returned to us for detailed diagnostics, once the item has been returned, we will: -
  - Carry out an initial inspection and analyse the symptoms to determine what the fault could be.
  - Carry out tests to identify the exact fault.
  - Explain the problem and report directly back to you with the proposed solution and timescale (usually 1-2 working days maximum but will vary) plus any potential steps to improve equipment productivity.
  - Once the service quotation has been approved, we will carry out the repair and complete a full check before returning the equipment.

We aim for clarity with our costs and all costs will be agreed with you before any work is carried out.

- If all of the repairs and servicing work specified in the quotation is carried out, we will give you a 12-month warranty on all new parts and a 3-month functionality guarantee on all repairs. This means that your serviced equipment will:
  - Be fit for all its usual intended purposes.
  - Look acceptable in appearance and finish.
  - Have no defects.
  - Be safe to use on a daily basis.
  - Be durable.

If you decide not to carry out all of the repairs and servicing work specified in the quotation and instead opt for us to undertake select repairs, then we will offer a 12-month warranty on all new parts, but will not offer a 3-month functional guarantee.

We always endeavour to ensure complete customer satisfaction, therefore if you're not satisfied with your product after your service, we will work with you to rectify any issues as quickly and easily as possible until satisfied.

If your production is impacted by the service times, we can offer Hire equipment whilst your equipment is being repaired. Hire costs to be advised if required.

As far as we can, we will schedule service/repairs at your convenience and be mindful of your time.



## Limitations, Prices and Conditions

All units require periodic maintenance, as outlined in the equipment Operation Manual, and it is the responsibility of the customer to perform regular maintenance. Failure to properly maintain the unit, perform regular maintenance or misuse may void the Warranty. The use of any non-OEM parts will void the warranty.

All of the repairs and servicing work specified in the quotation must be undertaken for the full-Service Guarantee to apply. If select repair work is undertaken, only a 12-month parts warranty will apply, and the full-Service Guarantee will not apply.

A non-refundable initial Inspection Fee of £80 will apply for each item inspected (Inspection fees: 1 item - £80 / 2 items = £160 - 30% discount / 3 items £240 - 50% discount). If any item is received heavily contaminated or to non-OEM specification, we reserve the right to charge additional labour for cleaning or return the item to OEM specification prior to inspection.

Below is an indication of the fees for working on a specified item:

Equipment	Item	Hourly Cost	Maximum Chargeable Time
Flamespray	Gas Pistols	Please contact Metallisation for a quotation for service	4 Hours
	Flamespray Boards		2 Hours
	Supplies		2 Hours
Arcspray	Arc Pistols	Please contact Metallisation for a quotation for service	5 Hours
	Drive Unit		4 Hours
	Energiser **		12 Hours
	Supplies		2 Hours
HVOF/Plasma	Pistol	Please contact Metallisation for a quotation for service	5 Hours
	Control Console **		20 Hours
	Powder Feeder		6 Hours
	Supplies		2 Hours
	DIPS **		20 Hours

\*\* Excludes some larger items, such as transformers, rectifiers, fan assemblies, pumps etc.

Alternatively, you may take out our MetServe Care plans, which will cover your Metallisation equipment for 12 months with 2 scheduled service visits.