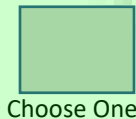


# 2023 ServiceNet Medical X-Ray Service Agreement Options

## Pay As You Go

- Onsite Service Rates billed at \$250/Hour with 2 hour minimum.
- Travel Rate billed at \$100/Hour for time it takes to get to location and return back.
- Remote and Phone support billed at \$200/Hour billed in 30 minute increments.
- All Parts necessary to fix equipment will be billed at retail pricing.
- Priority will be based on criticality of situation and availability of technician at that time. Customers with service agreements in place will be given priority.
- Overnight stays if needed will be billed at an additional rate of \$500 per night.
- Payment due at time of service upon completion if deemed unrepairable time and travel will still be at full rate.
- Parts may be subject to a restocking fee.



Choose One

## Remote & Phone Support \$1800/Yr

- All Remote and Phone Support included for the Year.
- Software Upgrades that can be done remotely and do not require an additional license purchase will be included.
- 20% Discount on all onsite service and repairs if needed.
- 10% discount on travel.
- 10% discount on parts and software upgrades if not already included.
- 20% discount on calibration of X-Ray equipment.
- Overnight stay if needed will be billed at an additional rate of \$300 per night.
- Does not include Virus Protection and recovery but will assist with reinstalling needed files to get the modality system software.
- Does not include general issues caused from equipment being used for any other reason than what it was intended.



Choose One

## Complete Care Onsite Support \$2800/Yr

- All Remote and Phone Support included for the Year.
- All Onsite X-Ray and digital X-Ray service/support.
- Software Upgrades that can be done remotely and do not require an additional license purchase will be included.
- All Travel cost are included up to 250 miles then billed at discounted rate of \$75/hr.
- 10% discount on parts and software upgrades if not already included.
- Calibration and PM of equipment as needed.
- Includes only equipment present at time of contract and is in working order.
- Overnight stay if needed will be billed at an additional rate of \$150 per night or cost of accommodations whichever is higher.
- 20% Discount on Calibration and repairs to additional X-Ray equipment if needed (Dental, Portables etc.).
- Does not include general issues caused from equipment being used for any other reason than what it was intended.



Clinic Name

Signature/Date

Billing Email

Please Fax or mail to:

ServiceNet Medical Xray

5262 Washington Rd., Albany, OH 45710

740-698-7169

Choose One\*Hours of Service included are Monday-Friday 8am-5pm excluding Holidays. Service Contract customers will get priority. Work will be performed within 48hrs of normal business hours for service agreement customers. Delays due to mother nature will extend this period.

