

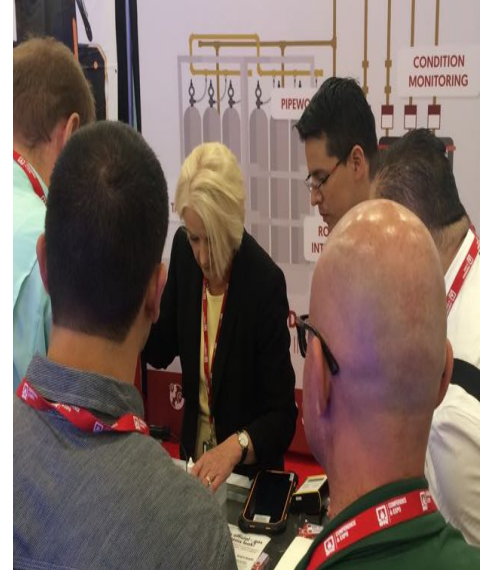
TOTAL CARE PACKAGE

PORTACARE®

BROCHURE

Our Customer Care Commitment

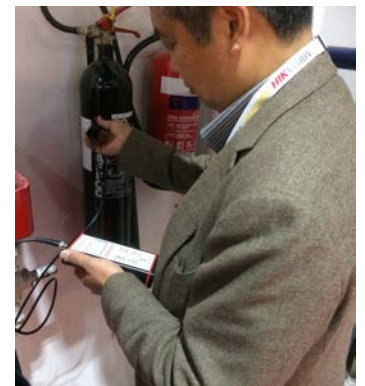
- **Customer** – we invite you to benefit from Coltraco's ethos of integrity from design to lifetime support
- **Care** – we think care is better if its personal so you can arrange a phone call any time that suits you worldwide to answer your queries
- **Commitment** – we want to save you cost and time, whilst helping you improve safety.



GUARANTEED PEACE OF MIND

Transfer the maintenance risk of your new equipment back to us

As part of our commitment to our customers, we are dedicated to ensuring that your equipment is fully operational so that you can continue providing safety.



What is covered by Portacare®?

When buying new equipment we know you want to know *upfront* unit cost plus maintenance cost

CAP YOUR COSTS

1. All usual Customer Care Commitments

2. Portacare total care package gives you *fixed* costs for 5 years

3. All calibration costs within the first 5 year period (total of 4) - *saving* £250/year

4. If a component becomes obsolete, you receive a *free replacement* unit of similar life

9. *Exclusive* discounts

5. You will be guaranteed *priority* assistance in spares and repairs

6. First line repair is free - *saving* £100 (repairs over £100 must be paid for*)

7. After first repair *25% discount* is given on any further repairs and accessories

8. Upgrades available at *25% discount* - transfer existing Portacare to the new unit so no loss of fee

*Please note that Portacare® excludes customer-induced damage

Exclusive Discounts

- **25% discount** on upgrade options
- **10% discount** on purchase of a second product
- **Exclusive offers** personalised to you
e.g. discount on Portasteele® CALCULATOR if you have purchased any Portalevel® model

Pricing

Description	Unit Price GBP £
1 x Portacare maintenance contract (per equipment type, 5 year contract term)	300
Charging basis	annual
Total over 5 year term length	1500

*Please note that the full term length can be paid upfront upon request

TAILORED CARE

Get in touch to discuss your
specific requirements
for the perfect Portacare®

Why work with us?

Improve your inspections & servicing

COLTRACO CUSTOMER CARE

- Warranty: 3 year for main unit and 1 year for sensor
- Guaranteed against defects in materials & workmanship
- Technical Support for life time of the equipment via telephone/email
- Local Support in our 7 regional ODA Service Stations
- See terms and conditions for details

STORY OF COLTRACO

Since 1987 Coltraco Ultrasonics have been designing and manufacturing ultrasonic instrumentation for safety and servicing.

QUALITY

All of our products are carefully hand built and undergo rigorous quality testing to ensure they meet the high standards expected by our customers, and provide them with long term reliability.

CUSTOMER TESTIMONIALS



Coltraco®, Coltraco North America®, Portamarine®, Portalevel®, Permalevel®, Portagauge®, Portasonic®, Portamonitor™, Portasteele™, Portascanner®, Permascanner®, Safesite™, Safesite™ are trademarks or registered trademarks of Coltraco Limited, UK. DuPont™, FM-200®, FE-25™, FE-13™, and FE-241™ are trademarks or registered trademarks of E.I. du Pont de Nemours and Company and its affiliates. Novec™ 1230 is a trademark owned by 3M.

MADE IN UK | OPERATING IN 109 COUNTRIES | SUPPORTED LOCALLY

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