



## Merlin Ventilator –New Procedure for Servicing

The service procedure will run like this:

- We will contact you at the time of your annual Merlin service
- Alternatively you may request a Merlin service by completing a Merlin Service request form and emailing or faxing it to us. The Merlin Service request form is available to download from the Merlin page on our website
- We will then contact you to arrange a convenient date for the service
- We will send you a Merlin loan unit in a secure case using our carrier
- **Prepare your Merlin for transit by Parking the Chamber and tightening the Transit screws. This is essential to ensure that the chamber is not damaged in transit. To replace the chamber would cost £1250.00,**
- Place your Merlin into the case and stick on the Return Address Label.
- Call us to let us know it is ready for collection.
- We will arrange collection with our couriers to return your Merlin to us. The courier requires their own Consignment Label be used, which we will email you and ask you to print it off and stick it on the case.
- We will service your Merlin and return it to you, usually within a couple of days
- On arrival back with you, prepare the loan Merlin unit for transit as above and swap your Merlin for the loan unit and call us to let us know it is ready for collection
- We will contact you again in 12-months' time to arrange your next service...



Tel: 01626-365 505

Fax: 0870-129 4705

Email: enquiries@vetronic.co.uk

## Merlin Service Request Form

### Merlin Collection Address:

.....
.....
.....
.....
<b>Post Code</b> .....

### Contact Details: (please print clearly)

Contact Name.....

Phone Number.....

Fax Number.....

Email .....

I would like to arrange the Annual Service for a:

Merlin Small Animal Ventilator, Serial Number.....

I have read and understand the conditions of the service as set out in the document  
"Procedure for Arranging Merlin Servicing".

I understand that the charge for a standard service is £300.00 + VAT and I further  
understand that Vetronic Services Ltd will contact the practice if there are any  
repairs or procedures necessary, not covered by the service fee before proceeding  
with the repair.

Signed.....

Position in practice.....

I would prefer to be contacted by email\* / phone\* to arrange the Merlin service.

\* - please delete as appropriate

Please complete this form and fax or email it to Vetronic Services and someone will  
then contact you, using your contact details above, to arrange the service.