

Laser Machines
Gravocare Service Fixed Rate



Lasers, just like any other machines, require regular maintenance and service. To increase its working life, your laser should be:

- kept clean (use a quality fume extraction system, clean the laser regularly, check lenses and mirrors daily)
- protected against humid environment as well as sudden temperature changes
- used regularly (avoid leaving source inactive for long periods of time as it loses its efficiency)
- serviced on a yearly basis

Gravocare Service Laser Machines

- Gravocare Service details:**
1. Inspect and clean mirrors & lenses
 2. Inspect belts and carriage
 3. Check and clean filters & fans / check extraction system / check air assist
 4. Check laser source power output and consistency
 5. Check condition of bearings and bearing supports
 6. Check machine alignment and focusing
 7. Inspect leadscrews for wear
 8. Upgrade machine boot / firmware if required
 9. Lubricate and clean machine
(in the case of an exceptionally dirty machine there will be an option to pay for extra cleaning)
 10. Carry out quality lasering check

Benefits of Gravocare Service

To ensure that machine remains fully operational - preventive maintenance minimises risks of breakdown
 To help maintain the value of machine thanks to regular maintenance (service report will be provided)
 Service rate is fixed in advance - no surprises
 15% discount on spare parts replaced during Gravocare Service. No part replaced without customer's prior agreement
 10% discount on spare parts replaced within 12 months of last Gravocare Service
 5% discount on Gravocare Premier Cover if contract taken within 3 months of Gravocare Service

	Return to base	On site Zone 1	On site Zone 2	On site Zone 3
Gravocare Service Fixed Rate Tariff	£200.00	£325	£375	£450

Machine must be easily accessible from all sides as well as underneath. Additional labour charges may otherwise occur

Call out zones

Zone 1: call out charge for mainland UK (exclusions below)
 Zone 2: Devon, I. of W., Central London, Wales, N. Yorkshire, Cumbria, Co. Durham, Tyne & Tees, Northumberland
 Zone 3: Cornwall, Northern Ireland, Northern Scotland (Highlands, Aberdeenshire, Moray)
Other charges such as congestion charge, ferries, etc will be charged at cost
Isle of Man, Scottish Islands and other islands - prices on request.

Return to base Machine to be sent to our Leamington Spa workshop. We can organise chargeable collection if required
 No carriage charge will be applied to machine return

When can I take a Gravocare Fixed Rate Service?

Service needs to be carried out on a yearly basis to qualify for Fixed Rate
 Gravocare Fixed Rate service only available within:

- 13 months of purchase
- 12 months of last service

It will be otherwise charged per hour + call out fee if on-site. Labour is charged at £55 per hour (minimum labour charge £55 on site).