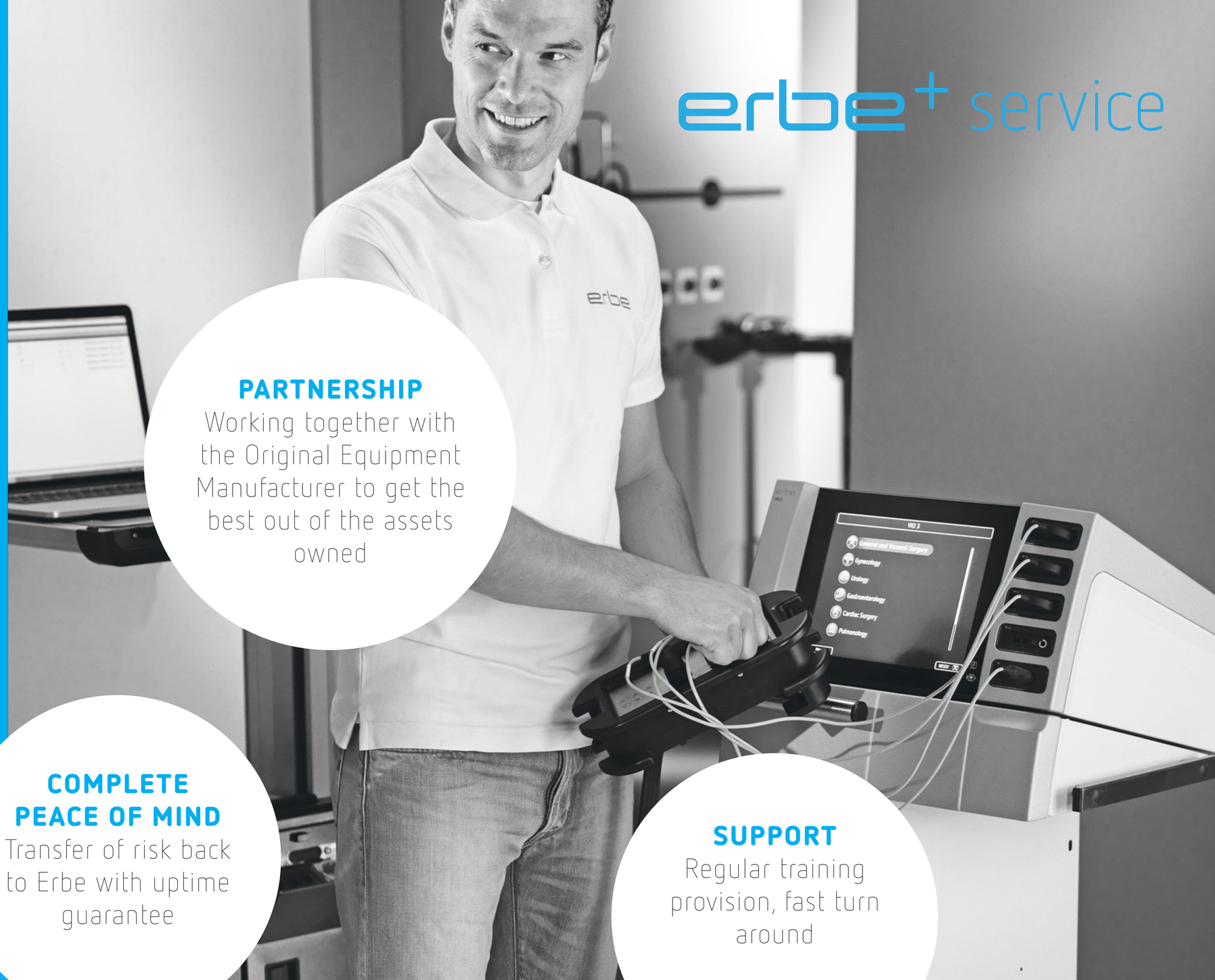
100 % service: full safety

erbe+ service



PARTNERSHIP
Working together with the Original Equipment Manufacturer to get the best out of the assets owned

COMPLETE PEACE OF MIND
Transfer of risk back to Erbe with uptime guarantee

SUPPORT
Regular training provision, fast turn around

OPTIMAL SOLUTIONS FROM THE BEGINNING

You can completely rely on our products. We are constantly advancing our units and instruments for you, and in return you get user-friendly systems for electrosurgery, hydrosurgery and cryosurgery. All according to the strictest quality criteria, right from the start, already during product definition and development.

PERFECT SOLUTIONS IN SERVICE

Service tailored to your needs – that's what we mean with a perfect solution. First-class service, from person to person: From specialist in surgery and endoscopy equipment to you. If you don't know us yet, take your time. Complete service package with uptime guarantee.

Get in touch with
our service administration

0113 201-2221

PARTNERS SHARE THEIR KNOWLEDGE

Our user- and service training courses enable you to handle our products safely. The trainings support your users and medical technicians with helpful information. Incorrectly connected instruments are usually detected by the unit. Error messages are stored. All this avoids errors and following damage as well as error in the future.

OPTIMAL PLANNING & BUDGET SAFETY

*With **Erbe Plus** you are on the safe side with us as a strategic partner in the maintenance process – at surprisingly favorable conditions*

Your service package with Erbe Plus all-round coverage

If your maintenance concept is aimed at almost 100% availability of the units with full budget security, then Erbe Plus is exactly right for you.

This full-service package protects you from surprises, as you combine testing/inspection and repair services at a fixed annual price – including loan equipment. This really includes everything: all travel, working hours, all spare parts – no matter how frequent or how extensive the necessary services are.

SERVICE AND MAINTENANCE PROVIDED

Transfer of risk to Erbe Medical	✓
Annual preventative maintenance inspection on site	✓
Full implementation training for any new equipment	✓
Annual train the trainer update by BDM – on site or off site	✓
Biannual business review with BDM including service review, equipment age profile review and training and support review	✓
Preventative maintenance measures, first line service training and handling instructions	✓
All repairs covered (malicious damage not covered)	✓
All carriage fees for loans and service repairs	✓
All spare parts for repairs	✓
All labour charges relating to initial installation and base repairs (not for loan fitting)	✓
All call out fees	✓
All software updates	✓
Inspection labels and documentation of services	✓
Inspection and health check of neutral electrode cable and monopolar cable.	✓
Video diagnosis of all issues reported with an Erbe engineer	✓
Loan provision at the same specification usually within 24 working hours (for all repairs raised by 14:00)	✓

erbe+ service

Your service hotline 0113 201-2221

You can reach the Erbe Service Administration
from Monday to Friday 8:30 to 17:00
Phone 0113 201-2221
service.UK@erbegroup.com

More information about our company on our website

Join our professional network on LinkedIn

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