



Service Contract — Customer Summary

Keeping your dermatology equipment working is the whole point of a service contract. Choose the level of cover that suits your practice, and we look after phone support, on-site labour, scheduled preventive maintenance and priority access to our technicians for the equipment listed in your Schedule 1.

Choose your level of cover

	GOLD — Comprehensive	SILVER — Labour Only	BRONZE — Preventive Maint.
Phone support	Unlimited — reply within 24 hrs (business hours)	Unlimited — reply within 72 hrs (business hours)	Unlimited — reply as technicians become available
Labour	Included, on-site	Included, on-site	Standard rates, less 10%
Travel	No charge	20% discount (emergency visits at full travel cost)	10% discount (emergency visits at full travel cost)
After hours	Included	Standard rates, less 10%	Standard rates, less 5%
Parts	A 25% discount applies to standard prices.	A 20% discount applies to standard prices.	A 10% discount applies to standard prices.
Preventive maintenance	One full service per year	One full service per year, on-site	Per manufacturer recommendation, on-site
User training	Standard rates, less 20%	Standard rates, less 10%	Standard rates
Hardware / software upgrades	5% discount	5% discount	Standard rates

Warranty cover: phone support with a reply within 48 hours, labour included, travel at a 20% discount and no charge for approved warranty parts. Without a contract, every call, part and visit is charged at standard rates with no guaranteed response time.

Working with us

How to request service

- Call 1300 468 289 or email ausderm@ecomed.com.au, and quote your contract number.
- Requests must come from one of your nominated contacts (up to three), who also receive first-call screening training.
- Tell us the urgency: Urgent (unusable), Serious (badly impaired) or Non-critical (working, but not fully).
- Please try basic troubleshooting first, and give our technician safe, clear access to the equipment.
- You receive a written service report after every job — fault reported, work done, parts used.

Good to know

- Cover applies only to the equipment listed in Schedule 1, and begins after an initial inspection and receipt of payment.
- Term is fixed. It does not renew automatically — we will contact you before the finish date.
- Either party may cancel with 30 days written notice. Early cancellation is charged pro rata plus reasonable admin costs.
- Equipment can be added at any time by agreement, priced pro rata so all cover ends on the same date.
- Prices exclude GST. Card payments incur a 1.95% surcharge.

Questions, or ready to arrange cover?

Service Department, Australian Dermatology Equipment · 5/30 Foundry Road, Seven Hills NSW 2147
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Not covered: consumables and operating supplies (electrodes, leads, gels and pastes, gases and reagents, fluids, flexible cables, lamps, removable storage media); and work arising from misuse, accident or neglect, unapproved repairs, alterations, added software or network set-up, unsupervised relocations, external causes, and acts of God such as power surges, lightning or flood. Such work can still be attended to, billed at standard rates. This is a summary only — the signed contract (Service Agreement v1.8) remains the full and binding document. Australian Dermatology Equipment (ABN 56 414 976 841), a registered business name of the trustee for the Ecomed Trading Trust, Seven Hills NSW.