# *ANNEX II + III:* TECHNICAL SPECIFICATIONS + TECHNICAL OFFER

**Contract title: Supply of** Medical Equipment **p 1 /…**

**Publication reference:**RORS00267/GHZr/TD6

**Columns 1-2 should be completed by the contracting authority**

**Columns 3-4 should be completed by the tenderer**

**Column 5 is reserved for the evaluation committee**

Annex III - the contractor's technical offer

The tenderers are requested to complete the template on the next pages:

* Column 2 is completed by the contracting authority shows the required specifications (not to be modified by the tenderer),
* Column 3 is to be filled in by the tenderer and must detail what is offered (for example the words ‘compliant’ or ‘yes’ are not sufficient)
* Column 4 allows the tenderer to make comments onits proposed supply and to make eventual references to the documentation

The eventual documentation supplied should clearly indicate (highlight, mark) the models offered and the options included, if any, so that the evaluators can see the exact configuration. Offers that do not permit to identify precisely the models and the specifications may be rejected by the evaluation committee.

The offer must be clear enough to allow the evaluators to make an easy comparison between the requested specifications and the offeredspecifications.

| **1.**  **Item number** | **2.**  **Specificationsrequired** | **3.**  **Specificationsoffered** | **4.**  **Notes, remarks,  ref to documentation** | **5.**  **Evaluation committee’s notes** |
| --- | --- | --- | --- | --- |
|  | **Surgical tripod- ceiling supply unit**  **Quantity: 2 units**  **Technical requirement:**  The entire system consists of:  -1 of the supporting system attached to the ceiling /preinstallation  -1 ceiling flange with bearing for connection of pre-installation and arm system  -1 hand system with hand rest and brake system  -1 vertically movable column with a certain number of connections for medical gases, high current connections and weak current connections  -The force that the installation should bear is 8550N±10% in the center of the suspension  -The moment that the pre-installation should bear is min. 12500Nm in the center of the suspension  -The ceiling supply unit should have two horizontally rotating arms with a friction, pneumatic and/or electromagnetic brake  -Total arm length 2000 mm ±3%  -Hand rotation range: 330°±3%  -The supply unit should be column-shaped.  -The column must have a load capacity of at least 180 kg in order to enable the installation of surgical equipment.  -It is necessary that the column on 4 sides be equipped with panels for the installation of medical gases, vacuum, electricity and data transmission.  -The column should have rails for carrying equipment in all four corners. The carrying capacity of each rail is min. 100 kg  -The column has an integrated work light with touchless lighting management control  -The column has positioning handles with touch-sensitive controls that allow for easy repositioning of the supply unit  -Column length: min. 1250 mm  -Column equipped with 1 shelves without a drawer and one shelf with a drawer  -The column is equipped with min. 8 connections for power supply. power, double RJ45 socket and connections for medical gases 1xO2, 2xAIR, 2xVAC  - 1x User manual in Serbian |  |  |  |
|  | **Operating table for ENT surgery**  **Quantity: 1 unit**  **Technical requirement:**  Operating table for General surgery and ENT  - Mobile operating table with minimum 5 segments  - Radiolucent table top  - Stainless steel side rails integrated on both sides of the table  - Electro-hydraulic adjustment of table movements: Height, Back rest, Trendelenburg, Lateral tilt, Sliding  - Mattress thickness min. 70 mm  - Maximum Patient weight min. 450 kg  - T-base of table which provide good access for surgical team. Corrosion resistant stainles steel of table base.  - Central locking system  - Castors diameter min. 100 mm  - Column control panel with full functions  - Hand control for all electrical functions of operating table  **Adjustment of operating table**  - Table height adjustment in minimal range from 595mm to 1.035mm  - Trendelenburg positioning min. +30⁰/-30⁰.  - Lateral tilt min 20⁰ on both sides.  - Longitudinal shift (sliding movement) min. 300 mm.  - Back rest in minimal range +80⁰/-45⁰  - Head rest in minimal range +30⁰/-30⁰  - Leg rest in minimal range +50⁰/-90⁰  - Flex/Reflex position min. +225⁰/-100⁰  - Table width minimum 560 mm  **Standard accessories for mobile table**  - Leg section, with pad  - Upper back section, with pad  - Lower back section, with pad  - Head section, with pad  - Horseshoe head rest rotatable with adjustable wrist support  - Central section with pad  - Anaesthesia screen extendable, height adjustable, stainless steel, with clamp  - Infusion stand, 2 hooks, height adjustable, with clamp  - Body strap, washable  - Arm support with clamp, adjustable in height and horizontally slidable  - Arm support with clamp for lateral patient position  - Lateral support with clamp, rotatable, pair  - Cable remote control  - 1x User manual in Serbian |  |  |  |
|  | **Operating Lamp for surgeryQuantity: 1 unit**  **Technical requirement:**  - Main and satellite light ceiling, LED  - High reliability with service life of the LED lights min 60.000h  - Main light + Satellite  - Illumination of the main light minimum l60.000 lx  - Illumination of the satellite light minimum l60.000 lx  - Dimming range for main and satellite light: min. 25%-100%  - Color rendering for main and satellite light : - index Ra: min.96 - index (blood) R9: min.96  - Light field diameter range (d0) at 1 m distance for main and satellite light: min. 17-28cm  - Color temperature adjustable, in range min. 3500-5500 K  - Min. two sterilizable handle per light  - 1x User manual in Serbian |  |  |  |
|  | **ENT WorkastationQuantity: 1 unit**  **Technical requirement:**  **Modul basic workplace:**  -Steel housing painted in stainless white metallic color. In addition to strength and durability, the structure is coated with quality varnishes suitable for easy cleaning and disinfection.  -The unit is completely independent of water installations and centralized suction systems.  - The work surface suitable for disinfection.  - Glass-lined instrument drawer on the front. In the first drawer there are 4 containers for storing instruments, of which the first drawer also has a UV lamp for sterilizing instruments.  - Suction system 70 l per minute, canister for secretion and valve for manual vacuum control.  - Rinsing system – min. 2 liter canister with microprocessor that controls water heating to 37 ºC  - Mirror warmer  - Integrated camera holders, suction holder, insufflator holder, rinsing holder with optical switch (activated when separating the desired instrument from the holder).  -Touch screen workplace control screen.  - Endoscope holder - holders for clean and dirty endoscopes ( 2 pcs)  **Modul for endoscopy:**  -LED light source with a temperature of min. 5500K  -Endoscopy camera with a special holder on the unit itself.  - Camera software for storing audio and video images and content.  -Wireless pedal for easy shooting.  -PC Monitor-computer integrated in the workplace for image display.  **ENT Chair for patient:**  **-**The chair has a motor that allows it to be raised and lowered with the help of a pedal  - The backrest can be lowered by 180⁰  - Footrest  -The possibility of turning the chair 360⁰  **ENT examination microscope:**  -Flat or Curved View  -Choice of lenses between 200mm, 250mm, 300mm, 400mm.  -Eyepiece 12.5x or larger  -Minimum 5 zoom steps  **Flexible nasopharyngoscope**  -tube diameter min. 3,4 mm  -working length min. 320 mm  -field of view min. 80°  - banding up/down min. 130°  - depth of field min. 1-50 mm  - 1x User manual in Serbian |  |  |  |
|  | **Microscope for pathology with the digital cameraQuantity: 1 unit**  **Technical requirement:**  - Robust metal stand  - Binocular photo tube 50%:50% with inclination 30º, adjustable height of viewing for min 35mm  -Objective nosepiece, 6 positions, encoded, with functions:  • light manager (automated adjusting light intensity in conjunction with objectives)  • automated measuring ratio  -Mechanical table with a drive which can be adjusted for 15mm  -Two integrated ergonomically positioned snap image buttons on the left and right side of the microscope (The snap image buttons allow to acquire images and videos directly on USB, without a PC)  -Achromatic aplanatic condenser 0,9 for magnification 1- 100x  -Illumination LED min 10W encoded, full Koeller, adjusting intensity on the stand and ECO mode (automatically goes to stand by after being idle for 15 min.)  -Active light manager with adjustable light intensity. The light manager is suitable for all kinds of objectives. The light intensity is memorised per objective and provides uniform brightness at all magnifications, eliminating manual lamp intensity adjustments when changing objectives  -Objective: 2.5x/0.06, 5x/0.15, 10x/0.25, 20x/0.45, 40x/0.65, 63x/0.85 i 100x/1.25 Oil  -Eyepiece10x with a field of view 23 mm  -Digital microscope colour camera with Ultra HD/4K resolution, live image min 30fps via HDMI, USB 3.0). Image sensor size min. 8mm, pixel size min 1.8µm, exposition time min. 1s. Same producer as the microscope. Appropriate adapter and software.  -4K monitor with HDMI input (min 27”), keyboard, and mouse.  - 1x User manual in Serbian |  |  |  |
|  | **Set of Instruments for ENT Quantity: 1 set**  **Technical requirement:**  -Cottle Nasal speculum 15 cm/6" (1 pcs)  -Nasal speculum Hartmann 15 cm/6" (8 ocs)  -Nasal speculum Hartmann 13.5 cm/5 1/4" (9 pcs)  -Nasal speculum Mod. Wein 14 cm/5 ½’’ (9 pcs)  -Billeau-Micro loop 16cm/6 ¼ (1 pcs)  -Toynbee Ear specula 4,5 mm (9 pcs)  -Toynbee Ear specula 5,5 mm (9 pcs)  -Ear specula Politzer 3 mm (7 pcs)  -Ear specula 4.5 mm (7 pcs) (7 pcs)  -Scissors - Seiler 16cm/6 1/4" (1 pcs)  -Scissors - Knight 18cm/7" (1 pcs)  -SCHNIDT Forceps, slightlycurved, serrated, length 19 cm  -OVERHOLT-GEISSENDOERFER (9 pcs) Forceps,curved, serrated, size 0, length 21 cm (9 pcs)  -Tongue depressors Buchwald 18cm/7" (15 pcs)  -Tongue depressors Buchwald 14,5 (15 pcs)  -DAVIS-MEYER Mouth Gag, special model, reverse opening, with 2 movable Tooth Hooks (2 pcs)  -RUSSEL-DAVIS Tongue Blade, with central groove, size 2, 34 x 80 mm (2 pcs)  -RUSSEL-DAVIS Tongue Blade, with central groove, size 3, 39 x 84 mm (2 pcs)  -RUSSEL-DAVIS Tongue Blade, with central groove, size 4, 42 x 98 mm (2 pcs)  -RUSSEL-DAVIS Tongue Blade, with central groove, size 5, 37 x 100 mm (2 pcs)  -Heymann Nasal polypus forceps 18 cm (9 pcs)  -TRÖLTSCH Ear Dressing Forceps, serrated, standard model, working length 7.5 cm (7 pcs)  -BECKMANN Adenoid Curette, straight, size 1, length 22 cm (2 pcs)  -BECKMANN Adenoid Curette, straight, size 3, length 22 cm (2 pcs)  -BECKMANN Adenoid Curette, straight, size 4, length 22 cm (2 pcs)  -Punch Eves 28 cm (1 pcs)  -Suction tube Yarkauer 27 cm/11’’ (1 pcs)  -Suction tube Yasargil ( 150mmx2mm) (1 pcs)  -Suction tube Yasargil ( 150mmx2.5mm) (1 pcs)  -Laryngeal mirror with handle F1=12mm (8 pcs)  -Laryngeal mirror with handle F6=22mm (8 pcs)  -Laryngeal mirror with handle F7=24mm (13 pcs)  -COTTLE Elevator, length 20 cm (1 pcs)  -HARTMANN Nasal Dressing Forceps,  light model, working length 11 cm (1 pcs)  -LABORDE Punch 12.5 cm. (1 pcs) |  |  |  |
|  | **Anaesthesiology tripod- ceiling supply unitQuantity: 1 unit**  **Technical requirement:**  The entire system consists of:  -1 of the supporting system attached to the ceiling/preinstallation  -1 ceiling flange with bearing for connection of pre-installation and arm system  -1 hand system with hand rest and brake system  -1 vertically movable head with a certain number of connections for medical gases, high current connections and weak current connections  -The force that the installation should bear is 8550N±10% in the center of the suspension  -The moment that the pre-installation should bear is 12500Nm in the center of the suspension  -The ceiling supply unit should have two horizontally rotating arms with a friction, pneumatic and/or electromagnetic brake  -Total arm length 1500 mm ±3%  -Hand rotation range: 330°±3%  -The supply unit should be head-shaped.  -The column must have a load capacity of at least 50 kg  -It is necessary that the column on 4 sides be equipped with panels for the installation of medical gases, vacuum, electricity and data transmission.  -The column should have rails for carrying equipment in all four corners. The carrying capacity of each rail is min. 100 kg  -The column has positioning handles with touch-sensitive controls that allow for easy repositioning of the supply unit  -The head is equipped with min. 8 connections for power supply. power, double RJ45 socket and connections for medical gases 2xO2, 2xAIR, 2xVAC, 1 x agss  - 1x User manual in Serbian |  |  |  |
|  | **Surgical Sunction pumpQuantity: 1 unit**  **Technical requirement:**  -mobile vacuum suction unit on trolley  -vacuum central supply  -maximal suction flow min. 55 l/min  - vacuum range min. -900 bar- 0 bar (-90kPa – 0kPa)  -Hose nozzle  -Secretion jar min 3l, (2 pcs)  -Noise level max 45 dB  - 1x User manual in Serbian |  |  |  |
|  | **Electrocautery unit Quantity: 1 unit**  **Technical requirement:**  -Microprocessor-controlled electrosurgical unit  -Minimum of 20 million measurements per second for real-time current control relative to the power applied to tissue  -Output power: minimum 400 W for cutting  -Output power: minimum 200 W for coagulation  -Wi-Fi connection for service mode or integration into the operating room system  -Equipotential connection  -User-friendly color TFT or LCD touchscreen with a minimum diagonal of 26 cm, providing precise and clear display of all activations and programs  -Capability to set a minimum of 300 programs  -Number of monopolar cutting modes: min. 5  -Number of monopolar coagulation modes: min. 5  -Number of bipolar cutting modes: min. 2  -Number of bipolar coagulation modes: min. 2  -Number of thermos-fusion modes: min. 1  -Number of active instrument ports for monopolar and bipolar: min. 4 ports plus 1 port for a neutral electrode  -Easily replaceable ports on the device, with the ability to configure ports based on the end user's choice  -Ability to select a port that can be used simultaneously for monopolar or bipolar instruments  -HF generator upgradeable with: Argon generator, Water jet knife, Smoke evacuator, or Irrigation pump    **Necessary Accessories:**  -Mobile generator stand (1 pcs.)  -Wire basket (1 pcs.)  -Set for connecting the device and accessories (1 pcs.)  -Two-pedal foot switch with connecting cable 5 m (1 pcs.)  -Neutral electrodes, disposable, box of 50 pcs  -Cable for neutral electrode, 4 m long (1 pcs.)  -Electrode handle with buttons and cable (2 pcs.)  -Set of monopolar electrodes, spatula, length 45 mm, straight 3 x 24 mm, set od 5 pcs.  -Bipolar forceps, classsic, length 190 mm (1 pcs.  -Cable for bipolar forceps (1 pcs.)  -Bipolar forceps for vascular structure ligation in open procedures, approx. 200 mm, bent 18°, with connecting cable 4 m, and MF plug (1 pcs.)  -Bipolar forceps for vascular structure ligation in laparoscopic procedures, Maryland, ø 5 mm, length 340 mm, with connecting cable 4 m, and MF plug (1 pcs.)  -Single use instrument for disection and sealing in one step, with conectinngcabel 4 m, length 350 mm (1 pcs.)  - 1x User manual in Serbian |  |  |  |
|  | **Surgical examination lamps-mobileQuantity: 2 units**  **Technical requirement:**  -Mobile stand  -Control panel on the light head  -LED light technology  -Light intensity min.80.000 lux  -Electronic dimming min 45%-100%  -Pattern size at 1m distance (d10) min. 16cm  -Color temperature min 4500K  -Color rendering index Ra min 96  - 1x User manual in Serbian |  |  |  |
|  | **Anaesthesia device**  **Quantity: 1 unit**  **Technical requirement:**  -Dedicated for anesthesia for neonates, children and adults  -Power supply 220VAC and battery (operating capacity for min. 90 minutes)  **-** Color, touch-screen display min. 15“  **-** Central gas supply for O2, N2O and Air  - Backup O2 cylinder (10 lit. capacity) can be mounted on the back of the device  -Backup O2 cylinder (10 lit. capacity)  -Backup N2O cylinder (10 lit. capacity)  - Integrated suction unit on (aspirator)  - Anesthetic gas scavenging system  - All parts that comes in contact with patient gas can be easily disassembled and sterilized  - Device should have minimum one drawer for accessories Also device must be portable (mobile) on castors with brake. Device should have writing table or surface.  - Device has upgrade option to predict and display concentration of anestetic agent  - Device has posibility for low-flow and minimal-flow anesthesia  - Manual and mechanical ventilation  - Possible emergency manual ventilation in case of power supply failure  (external and battery supply)  - O2 flush command  - Electronic regulation of O2 concentration in O2 and N2O mixture of 25%  - Possibility for mechanical ventilation with ambiental air even in case of medical gas supply failure (central gas supply and cylinders) - (electrically driven and electronically controlled ventilator  - Adjustable valve for pressure control in manual mode of ventilation  - Reusable CO2 absorber, minimal volume 1,5lit  - Sevoflurane vapor  - Posibility for instalation of two vapors, with block for simultaneous work of both vapors  - Posibility for filling vapors during the operation of device  **Ventilation modes**  **-** Manual with CPAP  - Volume controlled ventilation  - Presssure controlled ventoilation  - Pressure support breathing  - Apnea alarm  - Tidal volume: 20ml to minimal 2000ml  - Breathing frequency: from 3 to minimal 100/min  - PEEP: 2 to minimal 35 cm Н2О  - Pinsp (inspiratory pressure): 80 mbar  - Pressure support: 70 mbar  - I:Е minimal range: 1:10 to 10:1  - Adjustable flow trigger 0,3 - 15 l/min  - Inspiratory flow 180 l/min  - Ispiratory time: 0,2 - 10 sec minimal range monitoring  - Pressure (PIP, Pmean, Pplat. PEEP)  - Tidal volume, Minute volume  - Integrated gas analyzer with display for inspiratory and expiratory concentrations of: CO2, N2O, anesthetic gas, MAC values  - Device can show simultaneously three or four real-time curves for: concentration of CO2, O2 and anaesthetic agents, airway pressure, inspiratory and expiratory flow;  - Digital display of medical gas pressures (О2, Air и N2O) for central gas supply and cylinders  - Logbok, with anesthetic gas consumption  - Simultaneous display of two loops  - Graphical or tabelar view of trends or minitrends simultaneously with ventilation curves and VP loop  - Calibration and alarms  - Device has automated selftest wich includes leakage test, compliance test and all  sensors calibration  - Programable self-test, that can be started on programed time  -Audio-visual alarms with multi level priority  **Hemodynamic monitor**  **-** Patient monitor works with all patient categories - adult, pediatric, nenatal  - Monitor has min. 15,6 inch display, with capability to show 13 waveforms simultaneously, wiught max 5.5kg  - Trend data min. 240 hours at 1 minute,48 hours at 1 second, Alarm events 1000 sets, NIBP measurement data 1200 sets, Full Disclosure 48 hours at 1 second  - Recorder widht 48 mm, Record paper widht 50 mm, Paper speed 12.5 mm/s, 25 mm/s, 50 mm/s, Trace Up to 3  With monitor following accessories must be delivered:,5 lead ECG set, SpO2 reusable sensor for adults,3 NIBP cuffs (different sizes),Reusable temp sensor, set for measurement of 2 IBP  - 1x User manual in Serbian |  |  |  |
|  | **Rhino-Laryngo Vid-scopeQuantity: 1 unit**  **Technical requirement:**  -**RHINO-LARYNGO VIDEOSCOPE**  -Instrument for endoscopic diagnostics inside the ear, nasal lumen, oral cavity and airway anatomy (including nasopharynx and trachea). It is designed for use with a video system, light source, display monitor and other ancillary equipment  -Depth of field 3.5-50mm  -Outer diameter of distal end min. 2.6mm and not higher of 3.0mm  -The outer diameter of the insertion tube is min. 2.9mm  -The working length of the insertion part min. 300mm  -Bending range: up - 130˚, down - 130˚  -Total length min 510mm  -NBI (Narrow Band Imaging) observation  -Endoscope information record  -There is an electronic shutter function  -There is an electronic zoom function  **Video center**  -Video system intended for use with video converters, cameras, endoscopes, monitors, endotherapy accessories and other additional equipment for endoscopic diagnosis, treatment and video observation  -Power supply: nominal voltage 240 V AC. Voltage fluctuation In the range of 10%. Nominal frequency 50 Hz Nominal power 200 VA  -Size: Dimensions max. 295 (W) x 145 (H) x 425 (D) mm. Weight max. 11 kg  -RGB (1080/50I) or YPbPr (1080/50I) HDTV output.  -VBS composite (576/50I: PAL), Y/C (576/50I: PAL), and RGB (576/50I: PAL); simultaneous SDTV output possible  -Digital signal output SDI (HD-SDI or SD-SDI) DVI (WUXGA, 1080P or SXGA can be selected)  -Color tone adjustment (blue, red and chromaticity adjustments in 8 steps)  -Automatic volume control (AGC), noise reduction  -Normal or NBI observation  -Three levels of contrast (high, normal, low), the ability to adjust the aperture  -Ability to choose image size, freeze and pre-freeze  -Display patient information on screen  - Compatible with removable storage  -Recording format TIFF and JPEG  -Lithium battery  -Inspection lamp: LED lighting  **Equipment trolley**  -A trolley that provides a stable mains power supply (built-in isolation transformer) and a platform for the use and handling of medical devices during endoscopic diagnostic and therapeutic procedures. They can provide visualization during the procedure when connected to a monitor.  -Dimensions: Height: min. 1750 mm (to the top of the endoscope holder) 1100 mm (to the working surface of the upper shelf) Depth min. 661 mm Width min. 520 mm Working surface of the upper shelf min. 440 mm x460 mm (width x depth) Shelf min. 400 mm x 530 mm (width x depth)  -Weight max. 85 kg unloaded, with installed transformer.  -Load capacity (equally distributed) Top shelf min. 10 kg, Middle shelves min. 30 kg each Base plate min. 30 kg  -Castors min. 4 x 125 mm, 2 x antistatic (conductive) brakes and 2 x non-antistatic (non-conductive) brakes  -Input Power Requirements: Input Voltage 220-240 V Frequency 50/60 Hz 60 Hz 50/60 Hz Input Power (Maximum) 1350 VA 1300 VA 1900  -Output power: Maximum load 1250 VA 1250 VA 1800 VA Maximum current load 14 A (Maximum 10 A load per IEC socket 12 A 8.3 A  -Overload protection Fuses (two circuits, one actuator) 2 x 15 A 2 x 13 A 2 x 9 A  **LCD/TFT/OLED monitor stand and monitor**  -Weight max. 2.5 kg Load capacity 3.9 to 8.5 kg  -Monitor Compatibility VESA Standard Flat Panel Monitor 75 x 75mm/100 x 100mm VESA Tilt  -27 inch Full HD Medical LCD monitor, a-Si TFT Active Matrix LCD  -Viewing angle: min 89˚(up/down/left/right, contrast > 10:1)  -Inputs: BNC Composite, Y/C, RGB Component; DVI-D; SDI HD/SD  -DVI-D output  -Aspect ratio 16:9  -Backlight LED  -Contrast Ratio min 1000 : 1  -Color display min. 16.7 million  -Ability to choose picture-in-picture and picture-in-picture display  **Leakage test for flexible endoscopes**  -It consists of a pressure gauge, an adapter, a hose, a pressure release lever and a hand pump  -Operating range in range min. 0-40KPa - 1x User manual in Serbian |  |  |  |
|  |  |  |  |  |

**Important Notes:**

* Installation of all equipment should be performed by contractor or authorised service provider. All the equipment must include all necessary parts and standards for its installation.
* Upon delivery Contractor should demonstrate testing of all basic functions of the instrument on a set of producers standard samples commonly used for the corresponding instrument. Installed equipment must be tested as system, compatible with existing system.
* Technical documentation for equipment (Operating manuals/ Users Guide/ Equipment operating instructions/ Cleaning procedures/ Maintenance procedures/ Calibration procedures) should be provided upon delivery.

Warranty:

Tenderers must provide local reliable warranty service agent providing maintenance and the rapid supply of equipment spare parts and consumables for the Warranty duration of one year.

Offer must include warranty service description including:

• Service organisation contact data including name, postal address, telephone number, fax number and e-mail address;

• Help Desk (phone) support, which must be available during working hours, 8AM – 6PM;

• Guaranteed maximum response time to submitted maintenance support request (fax or e-mail) of 1 (one) working day;

• Guaranteed that any requests for services will be attended to within 24 hours;

• Guarantee that all items can be repaired or alternatively replaced within a maximum of 72 hours;

• Guarantee that genuine spare parts and consumables will be available for a period of minimum 3 years from the date of final acceptance of the equipment.