

Life-Care and Life-Care *Plus*

'Life-Care' and 'Life-Care *Plus*' are part of the Penlon **Partnership for Life**, our commitment to successful long-term partnerships between Penlon and all of our customers.

'Life-Care' starts with quality in-house design and manufacture, and flexibility of specification. Manufacturing systems at Penlon are certified to ISO 9001:2008 and ISO 13485:2003 and all our products are CE marked. Penlon systems and facilities are regularly inspected and audited by the FDA, CSA, and other regulatory bodies. We consistently meet and exceed all the required levels of competence required by each agency.

'Life-Care' and 'Life-Care *Plus*' are designed to give our customers after-sales peace of mind

Life-Care

Our comprehensive standard warranty and after-sales support package

Warranty

- Lifetime for Laryngoscopes
- 36 months for Delta vaporizers
- 12 months for capital equipment
- Four months for hoses, breathing bags, bellows and masks (rubber or plastic)

Support Desk

- Full-time technical personnel
- All calls logged

Training Programmes *Available at extra cost*

- Dedicated Training Facility
- Experienced Training Officers
- Structured Service Training Courses

Service Department

- Fully equipped Repair Facility at Penlon Headquarters
- UK, field-based service engineers
- Cost-effective maintenance programmes
- Worldwide network of fully trained Dealers and Distributors

Life-Care *Plus*

'Life-Care *Plus*' is an innovative customer service package with all the benefits of 'Life-Care', extended and enhanced with a range of additional services and warranties that customers can purchase to meet their particular needs. Each 'Life-Care *Plus*' scheme can be tailored to the individual requirements of the customer.

In the UK 'Life-Care *Plus*' includes new 2 star and 3 star Service Contracts which include continuing warranties.