



COVID-19: Keeping Our Workplace Safe

Dear Customers,

As global concern about the current COVID-19 outbreak grows, we are doing our best to keep everyone healthy and safe in the workplace while also minimising the disruptions to our day-to-day operations.

We understand the current outbreak is worrying. Soniclean has enacted the following policies to help keep our workplace safe and protect the health of our staff.

Benchtop servicing / repairs

No change. All machines are to be sent to Soniclean for servicing and repairs.

Washers and irrigators servicing / repairs

All machines due or scheduled for service, repair or preventative maintenance are to be returned to Soniclean.

We appreciate that your working conditions are of the highest safety standards. However, in line with government recommendations we are suspending travel for our service team. The situation is being continually monitored, and travel will recommence when government advice indicates it is appropriate to do so.

Please contact our servicing team to discuss machines that cannot, for any reason, be sent back to Soniclean for repair, calibration or servicing. In some cases, parts will be sent and remote technical support will be provided.

Performance qualifications

Health care facilities are required to ensure they meet all relevant standards. Soniclean therefore encourages you to continue booking your machine for calibration or servicing as scheduled. See the attached Price List and Terms of Service. To book your Performance Qualification (PQ), download the [Customer Return Advice form](#) from the website or contact us. Note the special promotion for Soniclean Detergent which is available for a limited time.

Loan units

Subject to availability, loan units will be provided. Terms and conditions apply.

Please continue to ensure any Soniclean machines have been cleaned and sanitised before packing and sending to our service headquarters in Adelaide for repair, servicing or validation.

Contact us

If you have any questions, queries or concerns, please call us on (08) 8234 8398 or email sales@soniclean.com.au

If you are seeking information on COVID-19, visit www.health.gov.au or call the Australian Government Department of Health Coronavirus Information Line on 1800 020 080.

We are closely monitoring the situation on a daily basis and will immediately advise the public through our social media channels as updates occur.

Thank you for playing your part in keeping our community healthy.

Best wishes, The Soniclean Team

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Performance Qualification Price List & Terms of Service

Bench top Model Number Range	T/TD Price*	HT/HD Price*
80 – 500	\$235.00	\$255.00
800 – 2000	\$285.00	\$305.00
3000 – 3800	\$385.00	\$405.00

* Prices are excluding GST and freight charges (packing & shipping)

* Performance test includes: Soil, Foil, and Ultrasonic Performance Meter test; validation of timer, heater (if applicable) and keypad inputs; Performance Qualification Certificate.

SPECIAL OFFER

For a limited time, all bench top ultrasonic cleaners booked for a Performance Qualification will receive a **complimentary 1lt Bottle of Soniclean Detergent** suitable and effective for ultrasonic cleaning machines and safe to use in office-based health care facilities.

Loan Units are available for \$110.00 one-off fee, not including freight charge and subject to availability.

Terms and Conditions of Product & Services

1. Performance Qualifications can only be conducted if machine is working in normal condition ie no *major repair work.
2. Any repairing or full service with validation and calibration required will be quoted separately for the customer's authorisation before proceeding.
3. Purchase of a replacement machine may be recommended.
4. Performance Qualifications are limited to machines produced under ten years.

*Major repair work includes full tank or main ultrasonic board replacement.

Soniclean reserves the right to change and or modify the terms of service, promotions and pricing.