



Caring for your future

Flexible service plans from 1-3 years

Replacement parts

Fittings & repairs

Servicing advice

Maintenance

Book a service today

01626 835552



Getting the most from your product with a Smirthwaite flexible service plan

We highly recommend an annual service on all of our electronic or metal products.

For our wooden products, we advise servicing every 2 to 3 years (please refer to your product's User Guide).

Our approved Technicians perform a thorough and comprehensive inspection prior to servicing your product, which ensures it is in good working condition and is fit for your child to use.

When all safety tests have been passed, you will be issued with a certificate of compliance.

Warranty and repairs

All Smirthwaite products come with a 2-year warranty as standard. In this time, any repairs (except those relating to misuse and general wear and tear) are provided to you free of charge.

Should your product require a repair outside its warranty period, please call our Customer Services team who will be more than happy to assist you.

Why should you take advantage of our inspection and service?

All parts necessary in ensuring that your product passes its compliance test will be provided as part of the servicing fee.*

- Children rely upon our products and an annual service ensures that the product is fit for their use.
- You save unnecessary costs that would be payable if your product becomes faulty.
- It will provide you with peace of mind you need that your child is not at risk.

* Please note, once the product's warranty has expired, it must be serviced in the time-frames outlined in the product's User Guide to qualify for free parts. Free parts are also subject to the product not being misused. Free parts do not include electrical components, bespoke and other manufactured parts such as safety sides for the changing benches. Please call customer services for full terms and conditions.



Caring for your future today.

Signing up to one of the new Smirthwaite service plans is simple and easy.

Simply fill in the form on the back and hand to your product advisor or call/email our Customer Services team on 01626 835552 / info@smirthwaite.co.uk.

Standard Price List

Discounts available when booking multiple servicing appointments.

Call out fee

MA0010 **£85.00**

Inspection & service Brookfield, Foxdenton, Hardrock, Heathfield, Juni & Strato chairs

MA0020 **£85.00**

Inspection & service Samba Chairs & Standers MA0030 **£192.00**

Inspection & service Powered standers & Samba chairs (including battery)

MA0040 **£267.00**

Additional technician labour

MA0050 **£42.00 per hour**

Changing bench fitting

MA0060 **£425.00**

Changing bench service

MA0070 **£192.00**

Bench fittings

£10.00

2-3 Year Service Plan Price List

Discounts available when booking multiple servicing appointments.

Call out fee

MA0010 **£85.00**

Fuel surcharge per visit

Service visit

£4.00 per visit

Inspection & service (minimum 2 year service) Brookfield, Foxdenton, Hardrock, Heathfield, Juni & Strato chairs

Year 1 £77.00

Year 2 £68.00

Year 3 £60.00

Inspection & service

Standard Samba Chairs, Standers & changing benches

Year 1 £173.00

Year 2 £154.00

Year 3 £135.00

Inspection & service

Powered standers & Samba chairs (including battery)

Year 1 £240.00

Year 2 £214.00

Year 3 £187.00

Multiple products for service

For other Smirthwaite products of the same category being serviced can be serviced the same day at a reduced rate, please call for details when booking in your service.

Booking your service

Call our Customer Services team on 01626 835552.

telephone 01626 835552

fax 01626 835428

email info@smirthwaite.co.uk **website** www.smirthwaite.co.uk

Address Smirthwaite Ltd, 16 Wentworth Road, Heathfield, Newton Abbot, Devon, TQ12

Smirthwaite reserves the right to modify services at anytime without prior notification.

All details shown are correct at time of print. Smirthwaite® is a registered trade mark of Smirthwaite Limited.

Service plan application form



1 Year ☐ 2 Years ☐ 3 Years ☐

Name _____

Address _____

_____ Post Code _____

Telephone _____

Product _____ Serial Number _____

Product Location _____

_____ Post Code _____

Purchase Date _____

Payment Type	Cheque / Invoice / Credit or Debit Card / BACS
Payment Taken	Yes / No

For card payments or to obtain our bank details please ring customer services on 01626 835552

Sensory, Toileting, Bathing, Therapy, Seating, Sleeping,
Changing & Showering

Buy products quickly and easily online
www.smirthwaite.co.uk

