

Excellence in Customer Care

Excellence in Customer Care is a key philosophy of Doyen. Attendance and support for customers takes absolute priority over everything we do. Our response times detailed below are guaranteed anywhere in the world.

Doyen is not just a machine supplier. Our objective is to provide total long-term solutions for you our customer, and this is epitomised in our extensive Customer Care programme.

Location

For our customers' convenience, Doyen Medipharm has international service centers and personnel located around the world. These service centers include Lakeland, Florida; Kulim, Malaysia; and Wymondham, U.K.

Response time

Doyen guarantees to provide technical assistance by telephone within one hour of the request and where appropriate a service technician on-site within 24 hours.

Warranty

We recommend that all service of Doyen machinery be carried out by our qualified service personnel. Customers electing to do their own service may jeopardize warranty privileges (typically 12 months for all machines) if machines are not maintained in accordance with our procedures.

Quotes & Invoicing

The estimated time required to effect repair will be given in writing upon request. There will be no minimum charge for a service call. Once the service project is complete, the invoice will break down the on-site time, travel time, and travel and accommodation expenses.

United States Service Center

Service rates	United States
Monday to Friday (8 hour day)	\$125.00/hr
Overtime (in excess of 8 hour day) and Saturday	\$187.50/hr
Sunday and Legal Holidays	\$250.00/hr
Travel time – Mon -Fri	\$70.00/hr
Travel time – Sat, Sun & legal holidays	\$105.00/hr
Hold over pay*	\$550.00

*Hold Over Pay will be charged if, at the Customer's request, the service technician does not return home over a weekend and has no work scheduled in the Customer's plant for either of the weekend days. This will not apply to national holidays occurring mid-week.

United Kingdom Service Center

Emergency call out single premium charge £200.00
(Applies where less than 48 hours notice of service requirement can be provided)

TRAVEL & SERVICE RATES	SERVICE TECHNICIAN	SENIOR ENGINEER
Travel Time	£49.00 per hour	£63.00 per hour
Site Time - Normal	£66.00 per hour	£79.00 per hour
Site Time – Premium *	£95.00 per hour	£111.00 per hour
Daily Subsistence	£126.00 per day	£126.00 per day

* Premium rates are charge for overtime in excess of 9 hours per day.
 → Senior engineers include mechanical design engineers and software engineers.
 Other expenses charged at cost (flights etc).
 Rates are shown in UK £. For other currencies the rate charged will be calculated using the prevailing exchange rate at the time of invoice or per previously agreed quotation.

Malaysia Service Center

SERVICE RATES	SERVICE TECHNICIAN	SENIOR ENGINEER
Daily Subsistence Rate	RM230.00/day	RM1050.00/day
Normal Hours Service and Travel Rate	RM100.00/hr	RM368.00/hr
Weekends, Bank Holidays, Nights and Overtime Service and Travel Rate	RM150.00/hr	RM525.00/hr
Emergency Call Out Single Premium Charge*	RM210.00	RM210.00

*Emergency Call Out Single Premium Charge applies where less than 48 hours notice of service requirement can be provided.

Transportation will be at Doyen's option and billed at the following rates:

Transportation	United States	Europe	Malaysia
Automobile	\$0.49/mile	£0.58/mile	RM0.90/kilometer
Air Fare	actual ticket cost	actual ticket cost	actual ticket cost