



**Subject:** Labour/Travel Rates/Revised Operating Procedure Manual  
**Number:** 177  
**Date:** 8<sup>th</sup> February 2001  
**From:** Group Service Manager

As from the 1<sup>st</sup> March 2001 and until further notice Murex Welding Products will pay the sum of **£21.00 per hour** for both the labour and the standard travel element of warranty work.

There will be no increase in the **special travel element** ie. where the total travel on any individual warranty claim exceeds 4 hours this excess travel will still only be claimable at £10.00 per hour.

For example, a warranty action requiring 1 hour labour but 5 hours travel will be claimable as follows:

<b>Labour</b>	1 hour at £21.00	=	£21.00
<b>Travel</b>	4 hours at £21.00	}	= <u>£94.00</u>
	+ 1 hour at £10.00		

Also please find attached: A revised Operating Procedure Manual

**The main changes are:**

1. Scale of agreed charges as detailed above, see page 10
2. Appendix 1, see pages 16,17,18 – Equipment Classification
3. Appendix 4, see pages 21,22 – Spare Parts List

**Reg Hayward**

# SERVICE BULLETIN

**MUREX WELDING PRODUCTS LTD**

**OPERATING PROCEDURE MANUAL  
ARC EQUIPMENT**

**K. Whittingham - GENERAL SALES MANAGER  
February 2001**

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## **MUREX WELDING PRODUCTS LTD**

### **OPERATING PROCEDURE MANUAL - ARC EQUIPMENT**

#### **1. POLICY & BASIC OBJECTIVES**

##### **POLICY**

All service work on Murex Arc Equipment will be carried out by Murex Appointed Service Centres in the UK.

##### **BASIC OBJECTIVES**

- 1.1 To establish a professional After - Sales Service network adequately covering the UK market, all complete to offer service up to the maximum competence level.
- 1.2 To secure the repeat business for Arc Equipment supplied by Murex Welding Products Ltd.
- 1.3 To offer a 24-hour service support to the Customer (ie. response no later than one working day after contact).

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**2. DEFINITION OF A "SERVICE CENTRE"**

Murex recognises that there are two types of Service Centre, these being:

**2.1 Distributor Service Centre -**

A Murex Distributor who offers After-Sales service either by Engineers in his full-time employment, or on a part-time basis. In the latter case, a Distributor will only qualify for a service Centre Agreement if the Service Engineer(s) he employs on a part-time basis do not work for any other Murex Service Centre.

**2.2 Independent Service Centre -**

An organisation having a contract to offer After-Sales Service on Murex Arc Equipment, but who does not have a Murex Distributorship.

**2.3 Definition of an Engineer**

A individual holding a Formal Electrical qualification, with considerable industrial experience in a Developmental or Service orientated position. He/she must be able to demonstrate a good knowledge of the operation of electronic circuit and components and hence to carry out fault diagnosis and repairs on a wide variety of equipment. Knowledge of welding would be regarded as an asset.

**NB:** All Engineers meeting the above criteria as assessed by the Group Service Manager will be awarded Level "1" Competence. For advancement to Levels "2" and "3" see section 5.

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#### **3. LINES OF COMMUNICATION AND CONTACT POINTS**

Communication between Service Centres and Murex relating to parts, orders etc will generally be via the Waltham Cross or Regional Sales Offices. Note when a part(s) are ordered for an in-warranty repair the unique Warranty Repair Report form number must be quoted, see Appendix 2.

Where specialised technical information and assistance on difficult repairs is required the Waltham Cross Arc Equipment Technical department should be contacted directly. However, to minimise demands on technical staff and to help Service Centres provide rapid response to Customers Murex undertakes to:

- a) Supply all Service Centres with comprehensive service manuals and circuit diagrams.
- b) Supply technical notes and Service Bulletins to update all Service Centres on changes made to the equipment ranges.

Questions regarding Service Engineer approval and training should be addressed to the Group Service Manager for Arc Equipment at Waltham Cross.

Warranty claim queries must be directed to the Warranty Administrator who is also based at Waltham Cross.

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4. **SERVICE CENTRE CLASSIFICATION**

Service Centre classification is either:

LEVEL 1	]	
LEVEL 2	]	See Appendix 1
LEVEL 3	]	(Highest)

and the classification is awarded based on the measured competence of the highest level Service Engineer that they employ on After-Sales Service work.

Engineers, dependant on their competence level can service the list of equipment types as detailed in Appendix 1.

Lists of equipment will be amended on a regular basis as new equipment is introduced and old equipment made obsolete.

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#### **5. PROCEDURE FOR ATTAINING HIGHER LEVELS OF COMPETENCE**

Engineers wishing to be awarded either Levels 2 or 3 of competence are invited to attend a training course followed by a City & Guilds assessed examination. On receipt of a "Pass" the appropriate certificate and revised competence level will be awarded.

5.2 Training course dates can be obtained from the Group Service Manager.

5.3 Murex will cover the actual cost of the training but each delegate is expected to pay for accommodation/food and travel.

#### **5.4 SERVICE CENTRE PROMOTION**

If achievement of a higher level by a Service Engineer increases the level to which a Service Centre is entitled, then the appropriate change will be made to the records kept at Waltham Cross.

Conversely, if the loss of the highest grade Service Engineer adversely affects the competence level of a Service Centre, Murex will allow a maximum of 3 months before downgrading that Service Centre.

5.5 In the event that the only Engineer employed, leaves a Service Centre. Murex will allow a maximum of 3 months for the Service Centre to employ an Engineer that meets their requirements as stated in Section 2, before terminating the Service Centre agreement.

**NB:** It is a requirement of the Service Centre that they inform the Group Service Manager if an Engineer leaves their employment.

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**6. MUREX SUPPORT TO ITS SERVICE CENTRES**

**MUREX OFFER:**

**6.1 TRAINING/GUIDANCE**

- 6.1.1 On equipment, to achieve higher competence levels.
- 6.1.2 Regional "familiarisation sessions" following the launch of new equipment. Murex undertakes to offer such sessions within each Region not later than 28 days after the launch on the UK market.
- 6.1.3 Guidance on non-engineering aspects of Service Centres such as credit control, selection of data handling systems.

**6.2 TECHNICAL SUPPORT**

- 6.2.1 Technical advice on difficult repairs.
- 6.2.2 Technical support on obsolete equipment.

Murex undertakes to offer after sales training on any equipment for a maximum period of 3 years after the equipment becomes obsolete.