

Dental Service Contract Comparison Checklist



List the equipment you want every provider to quote against. Give the same schedule to each provider so you can compare scope, servicing frequency and costs on a like-for-like basis.

Practice name	Practice location
Date completed	Completed by

[illegible]

Current condition



Service frequency



Design



Build



Equip



Maintain

Maintain

Compare Scope & Support



Use the same criteria when reviewing each quotation

Ask each provider to confirm their answers in writing. Record any exclusions, limits or charges that need further clarification.

Area to compare	Provider one	Provider two	Provider three	Notes
Equipment included				
Service frequency				
Parts and consumables				
Breakdown call-outs				
Engineer travel				
Response priority				
Remote troubleshooting				
Workshop repairs				
Loan equipment				
Repair approvals				
Service records				
Service history access				
Price changes				
Contract and renewal terms				
Equipment changes				

Questions 1 to 8: Scope, costs and breakdown support

1 Which equipment is included?

- Confirm every item, model, serial number and location.
- Check what is excluded or priced outside the agreement.

2 How often will each item be serviced?

- Confirm the planned servicing frequency for each item.
- Check how the provider sets each servicing interval.

3 What parts or consumables are included?

- Confirm which routine parts and consumables are included.
- Check how additional parts will be quoted and approved.

4 Are breakdown call-outs included?

- Confirm whether breakdown visits are included or charged.
- Check how repeat visits and extra call-outs are priced.

5 Are engineer travel charges included?

- Confirm whether travel and mileage charges are included.
- Check parking, congestion and other regional charges.

6 What priority will your practice receive?

- Confirm how urgent faults are assessed and prioritised.
- Check whether priority access is included in the plan.

7 Is remote troubleshooting available?

- Confirm whether phone or video support is offered.
- Check what remote fault checks can be completed first.

8 What happens with workshop repairs?

- Confirm how equipment is collected and returned.
- Check how workshop costs and repair approval are handled.



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Compare Terms, Records and Your Final Choice

Questions 9 to 15: Continuity, records and contract terms

9 Is loan equipment available? - Confirm which loan equipment may be available when needed. - Check availability, delivery costs and loan period.	10 How are additional repairs approved? - Confirm who receives and approves additional quotes. - Check whether an agreed spending limit can be recorded.	11 What documents are supplied? - Confirm which reports and certificates follow each visit. - Check whether recommendations, parts and dates are recorded.	12 Can service histories be accessed easily? - Confirm whether service records are available online. - Check how long records remain available to your practice.
13 Can prices change during the contract? - Confirm which costs remain fixed throughout. - Check when other charges can be reviewed or increased.	14 What are the contract and renewal terms? - Confirm the contract length, notice and cancellation terms. - Check whether the agreement renews automatically.	15 What happens when equipment changes? - Confirm how new or replacement equipment is added. - Check how removals affect the servicing schedule and cost.	 Use these answers to compare providers clearly and choose the best support for your practice.

Final Comparison

Before making your decision, confirm:

- You know which call-out, travel, labour and parts costs remain chargeable.
- You have compared the same equipment schedule with every provider.
- The process for adding or removing equipment is confirmed.
- You understand the response priority available to your practice.
- You understand the contract period and price-review terms.
- You know how faults are reported and assessed remotely.
- Workshop and loan arrangements have been explained.
- You know what records and certificates will be supplied.
- You understand what is included in the servicing price.
- Any specialist examinations are identified separately.
- Renewal and cancellation conditions are clear.

Your preferred supplier

Provider:

Reason for selection:

Next review date:

Need help comparing your options?

Our team can review your equipment, current servicing arrangements and likely maintenance costs, then show you how annual servicing and a structured three-year plan could work for your practice.



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