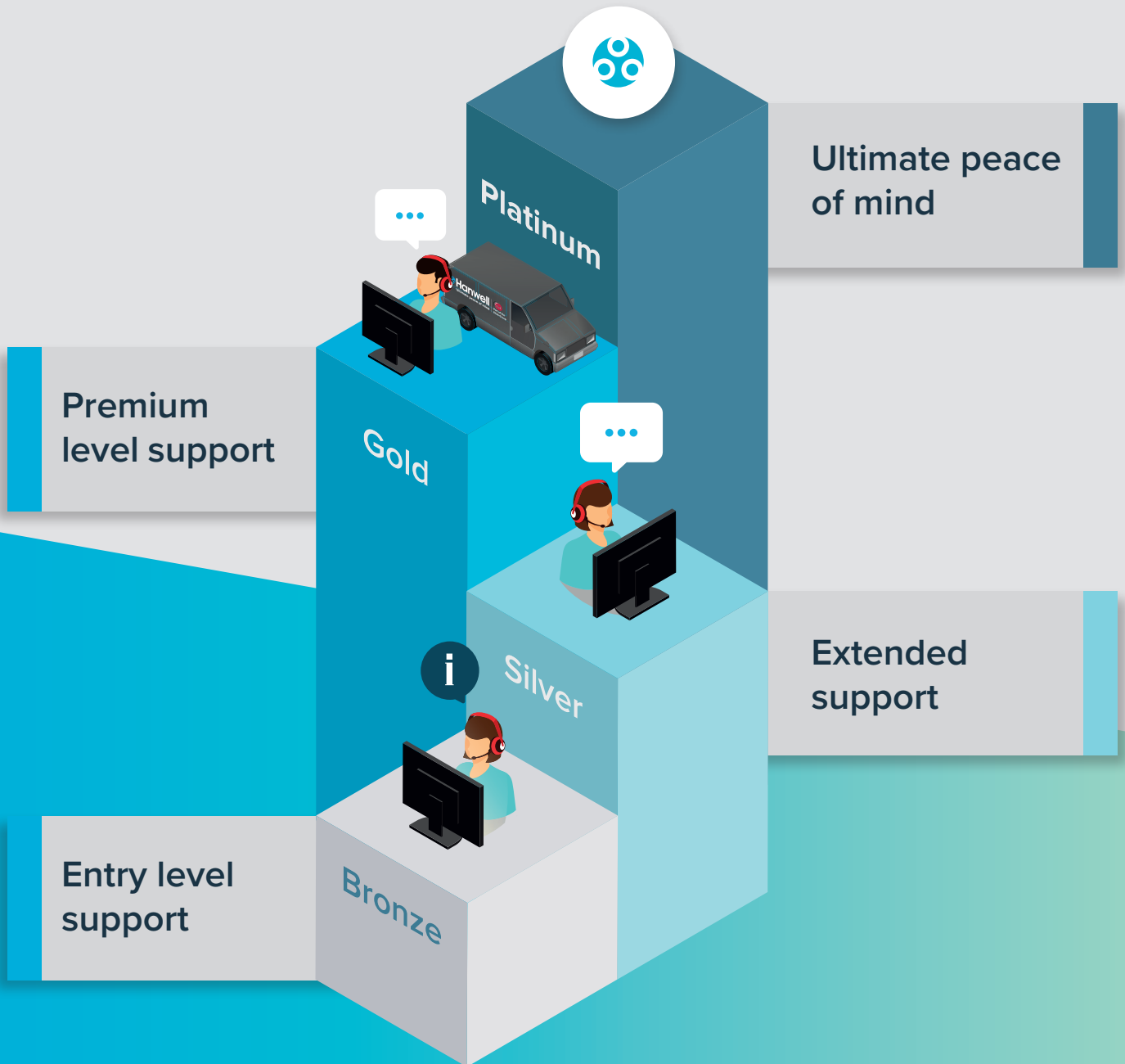


# Hanwell Support Contracts

Choosing the right service contract for  
your system couldn't be easier



Please read more on the available packages overleaf

## Bronze

- a. Telephone support - Monday to Friday between 08:30 and 16:30 (excluding bank holidays)
- b. Remote support - Monday to Friday between 08:30 and 16:30 (excluding bank holidays)
- c. Sites - Restricted to single site per contract
- d. Annual Calibration scheduling notification
- e. Software update notification

SSC225

## Silver

- a. Telephone support – Monday to Friday between 08:30 and 20:00\*
- b. Remote support – Monday to Friday between 08:30 and 20:00\*
- c. On site Engineer – Service Engineer to site within two working days if required\*\*
- d. Sites – Multi site, at additional cost per site, restricted to maximum of 5 sites per contract
- e. One training day per annum - Held at the Hanwell factory is available\*\*\*
- f. Annual Calibration scheduling notification
- g. Software update notification

SSC226

\*Additional charges apply, see terms and conditions. Excludes Bank Holidays.

\*\*Additional hourly and travel charges apply to Engineer call outs

\*\*\*Training days are on demand only and held at the Hanwell head office in Letchworth, please contact us for schedule of training days available.

## Gold

- a. Telephone support – 24 hours, 7 days a week cover\*
- b. Remote support – 24 hours, 7 days a week cover\*
- c. On site Engineer – Service Engineer to site within 24 hours if required\*\*
- d. Sites – Multi site, at additional cost per site, unlimited sites per contract
- e. Two admin user password resets (without charge)
- f. Training days – Two days training at Hanwell factory or the Customers premises is available per annum\*\*\*
- g. Annual Calibration scheduling notification
- h. Software update notification

SSC227

\*Additional charges apply, see terms and conditions

\*\*Additional hourly and travel charges apply to Engineer call outs

\*\*\*Two training days available on-site or at the Hanwell office (on demand only)

## Platinum

Bespoke service dependent on requirements

Price on application

Ultimate peace of mind

Contact us for prices and full terms & conditions

+44 (0)1462 688070

hanwell.com