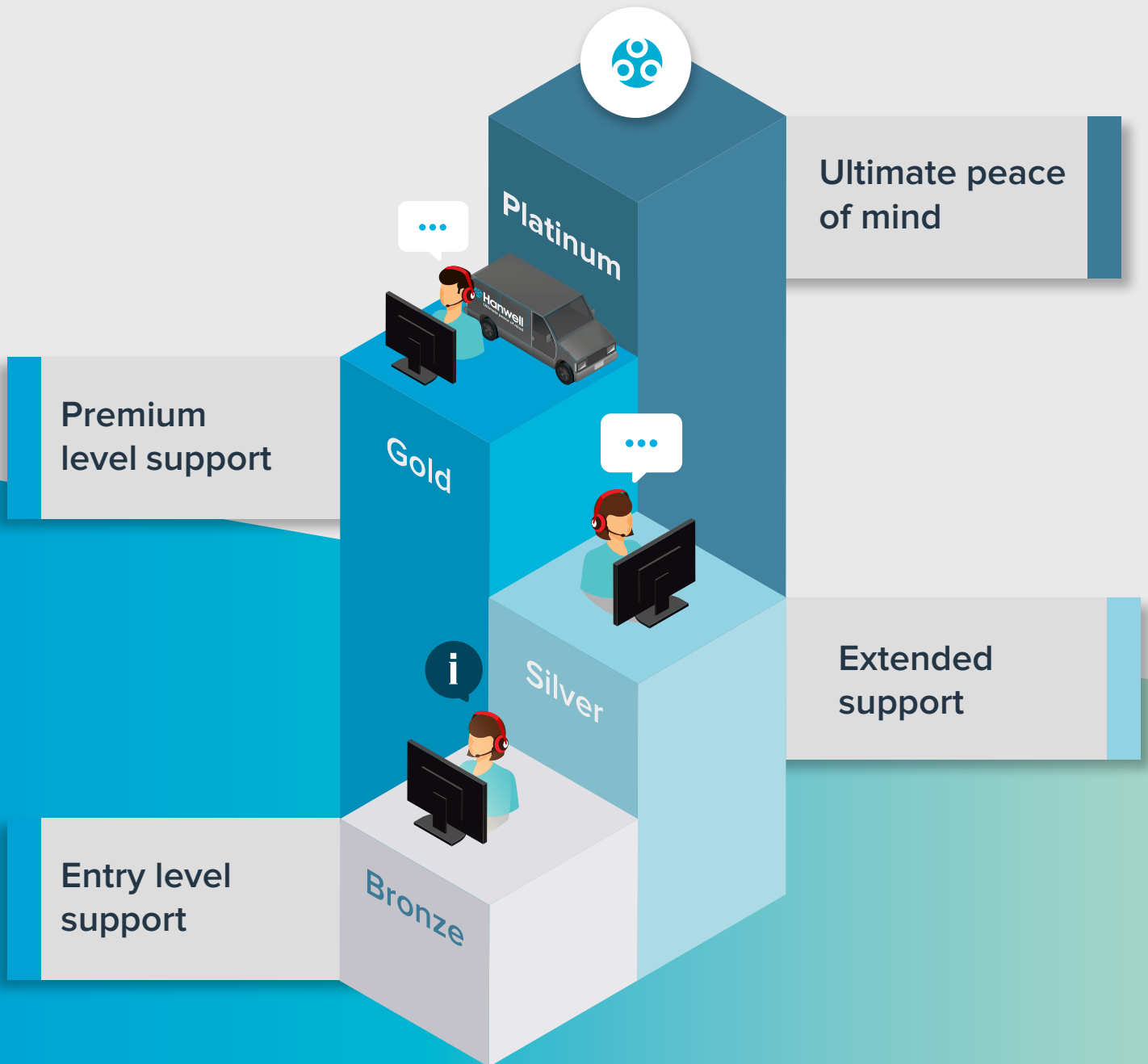


Hanwell Support Contracts

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



Please read more on the available packages overleaf

Bronze

£995

- 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
- f. Access to exclusive support videos

SSC225

Silver

£2,500

- 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 £995 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
- h. Access to exclusive support videos

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

£5,000

- 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 £3,495 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
- i. Access to exclusive support videos

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 full terms and conditions

+44 (0)1462 688070

hanwell.com