

Service Levels	Standard	Premium
Regular maintenance visits: 6 or 12 months or to suit your needs	✓	✓
Engineers travel & time on-site included	✓	✓
Immediate warning of weak or faulty components	✓	✓
Adjustment & lubrication for optimum performance	✓	✓
Full calibration and verification with traceable instrumentation	✓	✓
Telephone helpline – business hours*	✓	✓
Telephone helpline outside of business hours**	X	✓
48 hour breakdown response service during normal working hours***	X	✓

Service Contract Terms & Conditions

* Telephone helpline – business hours - Business hours are defined as 9.00am – 5.00pm

** Telephone helpline – outside of business hours - Outside of business hours is defined as 6.00am – 9.00am and 5.30pm – 10pm. A telephone number will be provided for the out of hours service once a premium contract is purchased.

*** 48 hour breakdown response service during normal working hours

