

## 3 Year Service Agreement.

### Why take out a service contract?

We understand that your test equipment has been a significant investment and can be production critical where down time is not only an inconvenience but also can have a detrimental effect on your bottom line.

With our highly trained service team at your disposal and our comprehensive service/calibration contract you can have confidence your instrumentation is functioning correctly and efficiently.

We also appreciate that your success is our success so with this in mind this service agreement not only gives you piece of mind but also significant financial benefits.



### What a 3 year service contract includes:

**Fixed costs-** The contract term protects you from annual price increases on service/calibration visits. Saving you 7% over the length of the contract.

**Health Check-** Our skilled engineers will carry out a comprehensive health check on your equipment covered by this agreement. We will supply you with a report highlighting any present or potential concerns, along with any recommendations we have.

**Service-** A full service of the equipment covered (where applicable) with a service report, which is vital in ensuring the longevity of your investment.

**Priority Call Out-** Jump the queue. We offer priority call outs for all our contracted customers; we aim to have an engineer at your door within 1 day of the initial contact.

## What a 3 year service contract includes:

**Hotline Support-** Priority access to our technical team and resources, many issues can be resolved via telephone or remote access, reducing downtime by cutting out waiting for engineers or diagnosing issues that may require parts.

**Discounts –** 5% Discount on any further items/parts/accessories ordered during the length of contract.

**Going Green-** Automatic entry in our annual prize draw. Should you be the lucky winner a donation to an environmental charity will be made in your name.



**Have Your Say-** As technology and software is continually adapted and improved, have your say during the R & D process; what features would you like added / refined.

**Flexible Payment Options-** We are happy to offer flexible payment plans to suit your requirements. Choose whether you pay all at once, annually, or even monthly.