

SCHEDULE 1

Service Charges - Equipment Warranty and Maintenance



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Schedule 1					
Service Charge					
Service	Description	No Plan	Warranty	Extended Warranty	Maintenance Contract
First Line Maintenance Training	Training of up to three nominated employees of the Buyer to carry out basic troubleshooting.	Not available.	Training included upon installation.	Training included if necessary.	£497.50 per half day if necessary.
User Training	Training the Buyer's personnel in using the goods.	£110 per hour plus call out fee & Travel.	Training with the purchase of the equipment - as set out in the sales order confirmation.	£55 per hour plus travel at £55 per hour (maximum of 6 hours).	£55 per hour plus travel at £55 per hour (maximum of 6 hours).
Annual PPM Visit	The first annual preventative maintenance visit shall take place within 12 Months of the expiry of the Sale Warranty and thereafter once a year throughout the term.	Not available.	Not available.	Available for an additional fee of £495.	Included.
Telephone Technical Support	Fee charged for technical support provided by telephone.	Included.	Included.	Included.	Included.
Telephone Application Support	Fee charged for application support provided by telephone. This is not a replacement for training.	£47.50 per half an hour.	Included.	Included.	Included.
Remote IT Support	Fee charged for remote IT computer support. Requires internet access.	£110.00 per hour. 47.50 per half an hour.	Included.	Included.	Included.
Call Outs	Fee charged for engineer to attend.	£150.	Included.	Included.	Included.
Labour	Fee charged for labour per hour.	£110 per hour.	Included.	Included.	50% Discount - £55 per hour.
Travel	Fee charged for travel to and from the location.	£110 per hour.(maximum of 6 hours).	Included.	Included.	50% Discount - £55 per hour.(maximum of 6 hours).
Parts	Fee charged for parts used.	Parts and shipping chargeable.	Included.	Included.	50% Discount .
Temporary Loan Units	If repairs cannot be carried out onsite, the Company will provide a Temporary Loan as available.	£795 for the period of the loan (as available).	Included (as available).	Included (as available).	50% Discount - £397.50 for the period of the loan (as available).
Standard Equipment Software Updates	Any equipment software update excluding any chargeable upgrades, new versions, releases, software modules, additional functionality or new features.	Not available. Quote on request.	Included.	Delivered via customer portal included. Installation charged at £110 per hour plus, call out charge and travel for onsite installation.	Included (during PPM).
Viewing Licence Updates	The update of the viewing licence for each individual desktop system connected to the equipment - purchased as part of the equipment package.	£110 per hour plus a £150 Call Out charge and Travel (£110 per hour - maximum of 6 hours).	Included	Delivered via customer portal included. Installation charged at £110 per hour plus, call out charge and travel for onsite installation.	Included (during PPM).
Data Recovery	Fee charged for the recovery or restoration of lost data if possible*	£110 per hour plus a Call Out charge and Travel.	£110 per hour plus travel.	£110 per hour plus travel.	£110 per hour plus travel.

*The Company shall use reasonable endeavours to recover any lost or corrupted Data, although such recovery is not always possible. In any event: (a) it remains the Buyer's responsibility to back up the Data; and (b) the Company shall not be liable for any failure to recover the Data or for any loss or corruption of further data whilst providing that service

1 day = 8 hours including travel time

All prices are exclusive of VAT