



Support Packages

Gold Package

- 🔧 Tech Support ticket will be assigned on first call
- 📞 Telephone help desk assistance within 4 hours
- 🔧 Remote assistance with experienced designated engineer
- 🔧 Engineer on site the next working day
- 🔧 Free of charge replacement unit will be configured and installed
- 🔧 Software/firmware upgrades will be advised and made available
- 🔧 Gold+ packages are available and can upgrade your Gold support contract to include annual site visits, software upgrades and audit reports

Silver Package

- 🔧 Tech Support ticket will be assigned on first call
- 📞 Telephone help desk assistance within 8 hours
- 🔧 Remote assistance with experienced engineer
- 🔧 Engineer on site the next working day
- 🔧 Free of charge advanced replacement unit, configured and shipped within 72 hours
- 📞 Telephone or remote assistance for installation of the replacement unit

Bronze Package

- 🔧 Tech Support ticket will be assigned on first call
- 📞 Telephone help desk assistance
- 🔧 Repair/replacement of faulty unit
- 🔧 Replacement unit will be returned within 7 working days

Notes: Working hours are defined as 9am - 5pm, Monday – Friday, throughout the UK, excluding Bank Holidays. All hours are within working hours.