

# Scan-X Security Limited

## Warranty (UK ONLY)

**For a period of 12 months from the date of delivery Scan-X:**

- Technical Support (24 hours/7 days/365 days/year)
- Response Time (48 hours/next working day)
- Labour (Mon - Fri. 8:00am - 5:00pm)
- Travel time to and from equipment location (Mon – Fri. 8:00am – 5:00pm)
- All necessary repair parts
- Shipping and Freight of replacement parts
- All travel and associated costs

## Warranty (Outside UK)

**For a period of 12 months from the date of delivery Scan-X:**

- Parts Only

### Warranty Options

- Platinum Service Plan
- Gold Service Plan

## Maintenance Service Plans

### Platinum Service Plan

- 4-24 hour on-site response, 7 days a week, 365 days a year\*
- Technical Support (24 hours/7 days/365 days/year)
- Response Time (4 hours)
- Labour (24 hours/7 days/365 days/year)
- Travel time to and from equipment location (24 hours/7 days/365 days/year)
- All necessary repair parts
- Shipping and Freight of replacement parts (Air and Ground)
- Airfare, Lodging, Meals Etc
- Four (4) Preventative Maintenance and Radiation Surveys per year

### Gold Service Plan

- On-site coverage during normal business hours
- Technical Support (24 hours/7 days/365 days/year)
- Response Time (next day)
- Labour (Mon - Fri. 8:00am - 5:00pm)
- Travel time to and from equipment location (Mon – Fri. 8:00am – 5:00pm)
- Airfare, Lodging, Meals Etc
- Four (4) Preventative Maintenance and Radiation Surveys per year
- Parts are chargeable at MRRP

### Silver Plus Service Plan

- On-site coverage during normal business hours
- Technical Support (24 hours/7 days/365 days/year)
- Response Time (next working day)
- Labour (Mon - Fri. 8:00am - 5:00pm)
- Four (4) Preventative Maintenance and Radiation Surveys per year
- Parts and labour are chargeable

### Silver Service Plan

- Labour for two Preventative Maintenance visits per year
- Labour for two Radiation Safety Surveys per year

\* Dependent on site location



**Scan-X Security Limited,**

Unit 5, Bentley Lane Industrial Estate, Bentley Lane, Walsall WS2 8TL.

T: 01922 616360 F: 0121 275 6048 E: sales@scanxsecurity.com www.scanxsecurity.com

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## Maintenance Service Plans

### Service Support Coverage

	Warranty	Platinum	Gold	Silver Plus	Silver
<b>Warranty Period</b>					
Technical Support - 24 Hours / 7 Days / 365 Days per year	■	■	■	■	■
<b>Response Times</b>					
4 hour on site Response		■			
Next Day Response, (Including Weekends)			■		
Next Working Day Response				■	■
<b>All Necessary Parts</b>	■	■			
<b>On Site Repair</b>					
24 hours / 7 Days / 365 days per year		■			
Next Day			■		
Next Working Day				■	■
<b>Shipping and Freight - Replacement parts</b>					
Air and Ground		■			
Ground only	■				
Chargeable at MRRP			■	■	■
<b>Field Service Engineers - Includes</b>					
Airfare	■	■	■	□	□
Lodging	■	■	■	□	□
Meals	■	■	■	□	□
<b>Four Preventative Maintenance Visits</b>		■	■	■	
<b>Four Radiation Surveys</b>		■	■	■	
<b>Two Preventative Maintenance Visits</b>					■
<b>Two Radiation Surveys</b>					■
<b>Discounts available on:-</b>					
Multiple System Discounts		■	■	■	■
Multiple Site Discounts		■	■	■	■

■ Included □ Chargeable at contract rate



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