



Service Contracts – Key Features and Benefits

- ❖ **Standard** – Aimed at the client who needs the comfort of knowing their equipment will have an annual service and that they can call on support when required. The initial payment covers the PPM and includes all parts required to carry out the PPM. You will receive a formal contract and we will let you know when the next service is due. We will endeavour to have an engineer on site within 72 hours, give unlimited free remote support and a 10% discount on any equipment/consumables purchased. Refer to *Standard Service Contract* for full services provided and *Terms and Conditions*.
- ❖ **Comprehensive** – If you want real peace of mind then this is the contract for you. The initial payment covers the PPM and includes all parts as well as any service calls/repairs on equipment covered by the contract. This arrangement is subject to the damage/fault occurring as a result of normal use or fair wear and tear and not arising from misuse/physical damage. We will endeavour to have an engineer on site within 48 hours, give unlimited free remote support and a 10% discount on any equipment/consumables purchased. Refer to *Comprehensive Service Contract* for full services provided and *Terms and Conditions*.
- ❖ **Ad Hoc** – For those who prefer not to have a contract you can simply “pay as you go” (subject to our standard rates). Although we are unable to give a guaranteed response time we will always do our best to respond as soon as possible. Refer to *Standard Rates* for full services provided and *Terms and Conditions*.
- ❖ **Evaluate and Quote** – For equipment not covered by a service contract, that requires service or repair, we offer an *Evaluation and Quotation* service. Items would be sent in by the client for appraisal. If you accept our quote, the work is carried out and the equipment returned to you. Should the quote be declined the item is returned to you un-repaired with a standard charge of £15 to cover delivery costs, or, if you prefer, disposed of, with no charge.

Features	Ad Hoc	Standard	Comprehensive
<i>Planned Preventative Maintenance – including parts (note 1 & 2)</i>	<i>As per service calls standard rate</i>	<i>Included see note 1</i>	<i>Included see note 2</i>
<i>Additional planned engineers visits</i>	<i>N/A</i>	<i>N/A</i>	<i>By negotiation</i>
<i>Service calls - a) Call out charge (note 3) b) Hourly rate</i>	<i>a) See note 3 b) £75</i>	<i>a) £100 b) £60</i>	<i>a) nil b) nil</i>
<i>Response time</i>	<i>Not guaranteed</i>	<i>72 business hours (Not guaranteed)</i>	<i>48 business hours (Not guaranteed)</i>
<i>Workshop repairs rate per hour</i>	<i>£60</i>	<i>£50</i>	<i>Included</i>
<i>Additional parts discount</i>	<i>N/A</i>	<i>10%</i>	<i>Parts included</i>
<i>Remote support by telephone / email</i>	<i>N/A</i>	<i>Free</i>	<i>Free</i>
<i>Evaluate and Quote service – see above</i>	<i>£15 per item</i>	<i>£15 per item</i>	<i>£15 per item</i>
<i>Equipment disposal</i>	<i>By negotiation</i>	<i>By negotiation</i>	<i>By negotiation</i>
<i>Supply of new/pre-owned equipment and consumables</i>	<i>At list price</i>	<i>10% discount on list price</i>	<i>10% discount on list price</i>

Note 1: Includes parts required to carry out a standard PPM visit but excludes parts required for repairs or any consumable items (see contract for detail).

Note 2: Includes parts required to carry out a comprehensive PPM visit but excludes any consumable items (see contract for detail).

Note 3: This includes all travel time and costs and is based upon the following distance from a SWM office: 0-150 miles £120; 150-250 miles £175; Over 250 miles POA.

Please note this information is for illustrative purposes and bespoke packages can be offered as required.