

# Field Service Contract

Coding Products



## Support Plan Feature Definitions

### Preventative Maintenance

Two scheduled service visits per year, which includes labour and travel so there are no out-of-pocket expenses.

### Technical Support

We will ensure telephone response by a technical specialist within a maximum of two hours of your call to us. With the Premium contract, response time is within one hour. Technical support is available during factory working hours.

### Response Time

An Allen Coding technician will be on site within a defined time after the decision for a site visit is made.

### Spare Parts Kits

To ensure maximum uptime, a minimum set of spare parts may be purchased at a discount.

### Unscheduled Call-Outs

Depending on the type of contract, all costs for a repair visit may be covered, or you will receive a discounted labour and travel rate.

### Training

Realise the maximum benefit from your system by using our experts to train your staff, or to assist in activities related to the installation or setup of your system. Depending on the contract, a technician will conduct one, full-day on-site training per year, or a brief update for operators and maintenance staff during the preventative maintenance visits.

### Management Review/ Service History Report

Allen Coding specialists evaluate call activity, assess common problems and recommend proactive maintenance solutions to improve the availability of your coders. A detailed summary will be provided of reported problems, site visits, response times and resolutions.

Protect your process by choosing the plan to suit you.

**Assisted Support Plan**

If your maintenance crew is quite capable and the coders do not require specific, high-level expertise, then Assisted Support is for you. We will provide technician training for solid knowledge transfer, technical phone support during work hours, discounts on spare parts and automatic software upgrades for non-feature addition versions. Assisted Support is for the maintenance department that has things well under control.

**Preventative Plan**

Why wait for a failure to put your business in a crisis situation? Keep your system up and running with a Preventative Maintenance Plan. It provides peace of mind through proactive, scheduled preventative maintenance visits performed by our factory-trained technicians and technical support during standard business hours. In addition, you receive discounts on spare parts and training.

**Premium Plan**

Do you need to maintain maximum uptime?

The Premium Plan provides the quickest response time along with scheduled preventative maintenance visits, discounted spare parts, unlimited service visits and periodic reports on the status of your system. The Premium Plan provides the ultimate in support and its all-inclusive structure allows for simple administration and budgeting.

**Field Service Contract**

	Assisted	Preventative	Premium
<b>Training</b>			
One day on site, 1 per year	Yes	No	No
Brief update, 1 per PM visit	No	Yes	Yes
<b>Preventative Maintenance</b>	No	Yes	Yes
<b>Calibration Services</b> (product specific)	No	Yes	Yes
<b>Unscheduled Call-Outs</b>			
Response Time	3 day maximum	2 days maximum	1 day maximum
Labour Costs	5% discount	10% discount	Included
Travel Costs	5% discount	10% discount	Included
Spares Costs	List price	5% discount	Included
<b>Engineer Fitted Spares</b>	5% discount	10% discount	Included
<b>Technical Support</b>			
Response Time (telephone)	2 hours maximum	2 hours maximum	1 hour
<b>Software Updates</b> (bug fixes)	N/A	Yes	Yes
<b>Management Review</b>			
Service History Report	No	No	Yes
<b>Supplementary Items</b>			
24 x 7 Technical Support	No	Yes	Yes
Enhanced Site Response Time	No	Yes	Yes

*Note: Out-of-hours service and difficult or challenging environments may be subject to a price uplift.*

**Warranty Up-Lift**

If your situation or process demands a little more support than our standard warranty, we can implement a warranty upgrade at minimal cost.

All of our technicians are factory trained and certified, as you would expect from an ISO Certified company.

Contact us today for a quotation.

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