

# Saveris Maintenance Support Packages

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A range of on-site maintenance and support packages specifically for our Saveris monitoring systems

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Three levels of support; Silver, Gold and Platinum

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Packages to cover any size of system from basic installations to the more complex, e.g. multiple buildings and/or sites

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Prices start from £705.00 excluding VAT per annum

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## SILVER Support Package

- One planned visit per annum to include; system health check, firmware / software updates required, battery replacement where required, error log analysis, signal strength test, physical component check, basic accuracy check with a calibrated reference device, summary of probe accuracies.
- One unplanned service visit per annum to attend to any system malfunction\*. (To be scheduled at a mutually convenient time).
- Also includes FREE remote assistance and support.

## GOLD Support Package

As Silver Support Package with the following amendments;

- The addition of replacement components. If any part of the system fails and cannot be repaired on-site a replacement will be provided at no extra cost.
- Full ISO calibration certificate for each sensor, certification will be traceable to National Standards.
- Two unplanned service visits per annum to attend to any system malfunction\*. (To be scheduled at mutually convenient times).

## PLATINUM Support Package

As Gold Support Package with the following amendments;

- Four unplanned service visits per annum to attend to any system malfunction\*. (To be scheduled at mutually convenient times).
- Priority service - in the first instance Testo will try to fix any system malfunction remotely. This will be on the day the notification is acknowledged and within normal office hours. If this is not possible then Testo will attend site at the earliest possible convenience, typically the next working day.

## Contract Conditions

Contract price only covers system failure, not customer misuse. Costs incurred due to customer misuse will be charged in addition to the agreed contract price at the time.

\* In the first instance Testo will try to fix any system malfunction remotely.



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