

# Spandex is.

Technical Service  
and Support

**1**

SystemCare

**2**

Telephone Support

**3**

On Demand



**Spandex Technical Service is a part of Spandex dedicated entirely to the installation, support, maintenance and servicing of computerised sign making equipment.**

**Spandex engineers are fully qualified and highly experienced and offer high levels of service throughout the UK.**

Before your equipment warranty expires you can discuss the options available to your business which range from ongoing telephone support to all-inclusive service programs.

*Our services are not just available to customers who have purchased equipment from Spandex. Even if you purchased your equipment from another supplier, Spandex will be happy to discuss your support requirements.*



**Spandex offers 3 main types of technical services that can be customised to suit your needs...**



**1**

### **SystemCare contracts**

Spandex SystemCare plans are annual maintenance contracts that provide you with complete peace of mind when it comes to maintenance cover of your equipment. The same peace of mind that you have in the original warranty period.

System Care is **designed to be as flexible as you need** to ensure we meet the needs of your business, at a price you are happy to pay.



2

## Telephone Support contracts

With Telephone Support contract customers have unlimited telephone support. Our Helpdesk team members are experts in diagnosing and solving technical problems and the majority can be solved over the phone.

If a visit is required you have the option to schedule an engineer on an On-demand support basis.



3

## On Demand

***No contract? We can help.***

Our engineers can come out to any supported equipment even if not bought from Spandex.

We offer a 10-day response time but a 48 hour option is available. With On Demand you only pay one call out fee per fault.

## Spandex SystemCare *cont.*

With SystemCare plans you minimise breaks in production and avoid unexpected expenses.

The plans can be purchased at any time, up to four years after the original purchase date.

With SystemCare plans, you can simply contact our Helpdesk in the event of a problem. Your call will be logged and a member of our technical team will contact you.

### Spandex SystemCare plans include:

Unlimited technical telephone support

On-site repair labour

Replacement parts

Preventative maintenance

20% discount on all Service Replaceable consumable parts

Access to Spandex On-line services – on-line technical support library

	GoldCare	GoldCare+	SilverCare	SilverCare+
Telephone response time	up to 2 hours	up to 2 hours	up to 4 hours	up to 4 hours
Engineers visit response time	up to 2 days	up to 2 days	up to 4 days	up to 4 days
Preventative Maintenance included	NO	YES	NO	YES

### Other contract options available:

Parts only, Labour only and Preventative maintenance.

Simply contact **0800 77 26 33** or alternatively email us at [uksupport@spandex.com](mailto:uksupport@spandex.com) to discuss your needs.



# As a customer of SystemCare you will be pleased to know that our aim is to get your system up and running as quickly as possible so it can continue to earn profit for your business.

These notes are designed to give you an insight into how you can get the best from Spandex SystemCare.

## UNLIMITED TELEPHONE SUPPORT AND ENGINEER VISIT

As a SystemCare customer your call will be given priority. Once a member of our technical team has contacted you he / she will aim to diagnose and solve your problem via the telephone.

In many cases our Helpdesk technicians can assist you to solve the problem and a visit is not required. However, if a visit is required it will be scheduled within the guaranteed contracted response time.

## PARTS AND LABOUR

All parts and on-site labour costs are included within the SystemCare plans except those consumable parts listed on the SystemCare Price List.

## PREVENTATIVE MAINTENANCE

As well as the periodic maintenance that you need to perform on your equipment, manufacturers also recommend a Preventative Maintenance visit by an authorised service organisation every 12 months or 6,000 square metres of print, whichever comes first.

The labour cost for this visit is included in the SystemCare plans and the Maintenance Kit required to ensure future print quality is available at 20% off list price.

## SPANDEX ONLINE SERVICES

With Spandex Online Services you have on-line access to a wide variety of technical documents, including user manuals, service bulletins, product documentation and networking configuration.

**For more information call 0800 77 26 33 or email [uksupport@spandex.com](mailto:uksupport@spandex.com)**

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