

Warranty

Hardware	1 Year, Parts Replacement Warranty.
Software	1 Year Technical Help Desk Support.

Observer Support Gold (OBSG)

Charge: Depends on Configuration.

Includes:

- Unlimited UK Telephone Support 09:00 - 17:00 Mon-Fri. (GMT/BST)
- Remote Diagnostics (if access available)
- All Software & Maintenance Hardware Updates.
- Cost of replacement parts outside warranty.
- Exchange Replacement Unit for faults.
- Cost of On-Site Visits (Travel & Labour See Note 1)
- Annual Maintenance Visit. (See below for details).
- System Integrity Check (heartbeat monitored by BTI) **Observer only.**

Observer Support Silver (OBSS)

Charge: Depends on Configuration

Includes:

- Unlimited UK Telephone Support 09:00 - 17:00 Mon-Fri. (GMT/BST)
- Remote Diagnostics (if access available)
- Maintenance Software & Hardware Updates.
- Cost of replacement parts outside warranty.
- Exchange Replacement Unit for faults (Customer installs unit)

Excludes:

- Annual Maintenance visit.
- Cost of On-Site Visits.
- System Integrity Check

Room Alert Gold (RAG)

Charge: Depends on System Type.

Includes:

- Unlimited Telephone Advice & Support
 - UK Mon –Fri 0900 – 1700 (GMT/BST)
 - US Mon –Fri 1700 – 2200 (GMT/BST)
- All Software & Firmware Updates
- Cost of replacement parts outside warranty.
- 100% Hardware Replacement Guarantee (Next Working Day in UK)
- Download Access on Website
- Cost of On-Site Visits. (Travel & Labour See Note 1)
- Annual maintenance Visit. (See below for details)

Room Alert Silver (RAS)

Charge: Depends on System Type.

Includes:

- Unlimited Telephone Advice & Support
 - UK Mon –Fri 0900 – 1700 (GMT/BST)
 - US Mon –Fri 1700 – 2200 (GMT/BST)
- All Software & Firmware Updates
- Cost of replacement parts outside warranty.
- 100% Hardware Replacement Guarantee (Next Working Day in UK)
- Download Access on Website

Excludes:

- Annual Maintenance visit.
- Cost of On-Site Visits

Annual Maintenance Visit

Includes:

- Check all inputs to be operational
- Calibrate all Temperature & Humidity sensors using calibrated hand held meter
- Exchange any faulty sensors
- Document sensor values at sensor point
- Document sensor values indicated by software
- Report any faulty items to customer which are not covered by maintenance
- Full system commission & test
- Issue signed calibration sheet to customer

Additional services and options will be charged at ½ and full day rates as required.

Labour Rates

Half Day £287.50

Full Day £575.00

Response Times

Telephone / Remote dial-in.	Within 1 Hour
Site Visit (Call before 12 noon)	Within 24 Hours (See note 2)
Site Visit (Call after 12 noon)	Next working day (See note 2)

Note 1. Travel & Accommodation will be charged separately at normal economy rates for installations outside of the UK

Note 2. Response times are subject to flight availability for installations outside of the UK.

Summary of Support Options

Service	Support & Maintenance Levels			
	RAS	RAG	OBSS	OBSSG
Telephone Support (0900 -1700 BST/GMT) Mon.-Fri. (UK)	●	●	●	●
Telephone Support (1700 -2200 BST/GMT) Mon.-Fri. (US)	●	●	×	×
Maintenance Software and Hardware Updates	●	●	●	●
Cost of Replacement Parts outside Warranty	●	●	●	●
Exchange Replacement Unit for faults - Customer installs unit.	●	●	●	●
Engineer on site for faults (if not rectified remotely)	○	●	○	●
Annual maintenance visit. (See below for details)	○	●	○	●
Cost of On-Site Visits	○	●	○	●
System Integrity Check (heartbeat monitored by BTI)	×	×	○	●

- Included

- Chargeable option

- Not Available