

## 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.

