

## Room Alert Silver

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

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.