

## Observer Gold Level

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.**

### 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.