



## EMERGENCY RESPONSE TIMES YOU CAN COUNT ON

When downtime strikes and you've got a fault that needs fixing, we offer a range of emergency response times to best suit your needs.

Our range of UPS maintenance plans commit to 100% guaranteed response times with a certified engineer on site, rather than simply the 'best endeavours' you'll get under the coverage of a standard warranty.

## TAILORED TO MEET YOUR SPECIFIC NEEDS

Response times categorised as **Working Hours** revolve around the typical working day (8:30 am to 5 pm Monday to Friday), with any incident requiring a response outside of those times, such as during the weekend, likely to incur additional charges.

For mission-critical sites, support is available on a 24/7/365 basis, with a response inside 4 **Clock Hours** the norm. Even faster response times (i.e. 1 or 2 hours) are achievable, particularly if special crash kits of spare parts and components are held onsite.

<p><b>4hr</b> 24/7/365 8hr fix</p>	<p><b>4hr</b> 24/7/365</p>	<p><b>8</b> working hours</p>	<p><b>12</b> working hours</p>
<p><b>Diamond</b></p>	<p><b>Platinum</b></p>	<p><b>Gold</b></p>	<p><b>Silver</b></p>

