



Dedicated customer support engineers located around the world and a range of support contracts to suit different requirements demonstrate Snell's commitment to providing the very best support to its customers.

Support

Overview



Snell has dedicated teams of support engineers in each of its regional offices, available to help customers diagnose and correct faults either on the telephone or through site visits. This help is available during office hours 9:00am to 5.30pm Monday to Friday, excluding public holidays.

All support calls are logged, either by the Helpdesk Operator or Support Engineer, and include the following information:

- Customer details, including contact name and telephone number or e-mail address
- Product
- Symptoms and details of fault

Calls are officially closed when a solution has been provided to clear the reported problem, by either equipment exchange/repair or when the necessary action has been communicated to the customer and confirmation that the fault has been cleared from the customer.

Snell's standard warranty offers a one year repair service for Snell manufactured equipment. Full details of this warranty can be found on the Snell website at; <http://www.snellgroup.com/company/terms-and-conditions>.

In addition to this standard warranty four levels of 24/7 Support Contract are available, each one may be purchased to provide cover for one, three or five years;

- Bronze
- Silver
- Gold
- Platinum

These contracts cover all Snell hardware and/or Snell software running on hardware supplied by Snell. They do not cover any problems associated with third party hardware that may be interfaced to the Snell System.

It is a stipulation of these support contracts that the customer holds a recommended set of spare modules on site. Spares can either be purchased outright or may be leased, for the duration of the contract with this cost included as part of the contract price.

BRONZE - Hardware Only 24/7 Cover

Office Hours Telephone Support

- 9.00am to 5.30pm, Monday to Friday (Excluding Public Holidays).

Out of Hours Telephone Support (via call centre)

- 5.30pm to 9.00am, Monday to Friday.
- Weekends.
- Public holidays.

Standard Warranty

- Provides a one year, return to base repair service. (Detailed in Snell's terms and conditions of sale).

Advance Service Spares**

Subject to availability from our service spares holding (Snell do not guarantee to have all modules available at all times).

SILVER - Hardware Only 24/7 Cover Plus Guaranteed Advance Service Spares

Office Hours Telephone Support

- 9.00am to 5.30pm, Monday to Friday (Excluding Public Holidays).

Out of Hours Telephone Support (via call centre)

- 5.30pm to 9.00am, Monday to Friday.
- Weekends.
- English Public Holidays.

Standard Warranty

- Provides a one year, return to base repair service. (Detailed in Snell's terms and conditions of sale).

Guaranteed Advance Service Spares

- Service spares will be shipped, from Snell, the next working day following a qualified request for replacement parts.

Fast Track Repair Service

- 5 working day turnaround from receipt to despatch from Snell. (Snell manufactured items. Third party items are subject to manufacturers repair timescales).

Five Scheduled Site Visits per Annum

- The contract includes provision for up to five scheduled, single day, site visits per year. One visit is reserved for system spares and system software/ firmware inventory check.

Priority Booking for Site Visits

- Where a site visit is required, these will be provided within two working days of a request for on site assistance being made.
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GOLD - Automation Only 24/7 Cover

Office Hours Telephone Support

- 9.00am to 5.30pm, Monday to Friday (Excluding Public Holidays).

Out of Hours Telephone Support (via call centre)

- 5.30pm to 9.00am, Monday to Friday.
- Weekends.
- English Public Holidays.

Remote System Diagnosis

- On-line fault diagnosis via remote access software package (Note: To use this service, the Customer must provide a suitable internet connection method to allow remote access to appropriate equipment).

Software Upgrades

- Provision of upgrade to the current minor release of the same major version of software installed.
- Written notification of major software upgrades and new applications.

Five Scheduled Site Visits per Annum

- The contract includes provision for up to five scheduled, single day, site visits per year.

Priority Booking for Site Visits

- Where a site visit is required, these will be provided within two working days of a request for on site assistance being made.

Software Issue Resolution

- When a software issue is reported, it is prioritised and tracked to agreed service levels.

Priority Upgrades

- Where upgrades to software are required, they will be provided as a matter of utmost priority.

PLATINUM - A combined 24/7 Hardware and Automation Support Contract

- Office Hours Telephone Support 9.00am to 5.30pm, Monday to Friday (Excluding Public Holidays).

Out of Hours Telephone Support (via call centre)

- 5.30pm to 9.00am, Monday to Friday.
- Weekends.
- English Public Holidays.

Standard Warranty

- Provides a one year, return to base repair service. (Detailed in Snell's terms and conditions of sale).

Remote System Diagnosis (Automation System)

- On-line fault diagnosis via remote access software (Note: To use this service, the Customer must provide a suitable internet connection method to allow remote access to appropriate equipment).

Guaranteed Advance Service Spares

- Service spares will be shipped, from Snell, the next working day following a qualified request for replacement parts.

Fast Track Repair Service

- 5 working day turnaround from receipt to despatch from Snell. (Snell manufactured items. Third party items are subject to manufacturer repair timescales).

Five Scheduled Site Visits per Annum

- The contract includes provision for up to five scheduled, single day, site visits per year.

Priority Booking for Site Visits

- Where a site visit is required, these will be provided within two working days of a request for on site assistance being made.

Software Issue Resolution

- When a software issue is reported, it is prioritised and tracked to agreed service levels.

Priority Upgrades

- Where upgrades to software are required, they will be provided as a matter of utmost priority.



■ Items marked with this symbol are included in the Snell standard warranty.

● Items marked with this symbol are chargeable on a daily basis.

◆ Items marked with this symbol include upgrade to the latest minor release version for the major version of Software currently installed. Written notification of chargeable major software upgrades and new applications is also provided.

* 9:00am to 5.30pm, Monday to Friday, excluding Public Holidays.

** Availability of advance spares is not guaranteed, and are subject to availability of parts from service stock holding.

*** Recommended spares must be purchased, or leased, and held on site.

Company policy is one of continuous product improvement. Specifications are therefore provisional and subject to change without notice. All other trademarks mentioned herein are duly acknowledged.

Service Level	Bronze	Silver	Gold	Platinum
General				
Standard warranty	■	■	■	■
Access to support helpdesk 9:00am to 5:30pm *	■	■	■	■
Access to 24x7 support service ***	✓	✓	✓	✓
Five site visits per annum		✓	✓	✓
Discounted on site visits		●	●	●
Priority site visit booking		✓	✓	✓
Software/firmware updates (minor version)			◆	◆

Hardware	Bronze	Silver	Gold	Platinum
Factory repair	●	●		●
Advance service parts **	✓	✓		✓
Discounted on site spares holding	✓	✓		✓
Guaranteed advance parts service		✓		✓
Fast track repair service		✓		✓

Automation	Bronze	Silver	Gold	Platinum
Remote system diagnosis			✓	✓
Issue resolution			✓	✓
Priority upgrades			✓	✓

Ordering Information

Service Level	1 Year	3 Year	5 Year
Bronze	HW-2401-TSUP	HW-2403-TSUP	HW-2405-TSUP
Silver	HW-2401-TSGS	HW-2403-TSGS	HW-2405-TSGS
Gold	ANE-2001-NCUR	ANE-2003-NCUR	ANE-2005-NCUR
Platinum	HW-2401-EXGS	HW-2403-EXGS	HW-2405-EXGS