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WEEE Producer Registration Number WEE/KE0472RW

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Educational Support Services

Non Warranty Maintenance

Non warranty support is available on the following systems. All prices are based on networks up to 25 PCs with up to two printers.

System	Cost
AD3000 Windows 2003 Networks	£875
3 rd Party Windows 2003 Networks	£1050

The above prices entitle you to 12 months telephone support plus up to 6 urgent callouts. Labour for problem diagnosis, resolution of software problems and fitting replacement hardware is included. The first hour (per callout) of labour for cabling problems is also included. Extra labour for cabling will be charged at £30 per hour. Parts required will be charged at list price. The current price list is at <http://www.ad3000.co.uk/pdfs/ad3000-parts.pdf>. Copies are available by request.

Urgent callout requests received before 3pm on any working day (*Monday to Friday – excluding public holidays*) will be responded to within one business day. Callout requests that are not urgent will be responded to within 73 hours. Two non urgent callouts will count as one urgent callout.

After 6 urgent callouts (*or 12 non urgent callouts or a combination of both*) additional cover may be purchased as required.

Technician Services

For £600 per term (*3 terms per year*) we will supply one technician for a three hour visit every two weeks during term time. Additional slots of three hours per fortnight will receive a 10% discount. Holders of service agreements may also buy technical assistance on an ad hoc basis at a reduced price of £30 per hour.

We are happy to work closely with a member of your staff during the technician's time on site, to instruct them about the network.

Due to the anticipated reduction of callouts on hardware maintenance contracts we will also offer a 25% reduction on maintenance contracts that run in conjunction with technician services.

All prices exclude VAT.