

## Service Contract Levels

### Platinum Customer



- Labour Inclusive \* (all breakdown labour charges and callouts at no extra cost)
- Priority Callout within 12 working Hours
- 7 Days a week 365 days a year cover
- Free full service report on each appliance serviced
- 10% of List price off universal parts
- Free consumable items

### Gold Customer



- Labour Inclusive \* (all breakdown labour charges and callouts at no extra cost)
- Guaranteed callout within 24 working hours
- 7 Days a week 365 days a year cover
- Free full service report on each appliance serviced
- Free consumable items

### Silver Customer



- Labour Inclusive \* (all breakdown labour charges and callouts at no extra cost)
- Guaranteed callout within 24 working hours
- 5 Days a week callout Monday- Friday \*\*
- Free full service report on each appliance serviced

### Bronze Customer



- Service Only \*\*\*
- Guaranteed callout within 24 working hours week days
- 5 Days a week callout Monday- Friday\*\*
- Full service report on each appliance serviced

### Safety Check Customer



- Safety Check Only \*\*\*
- 5 Days a week callout Monday- Friday\*\*

\* Subject to usual labour inclusive contract terms

\*\* Weekend/ Bank Holiday Call Out available at Premium Rate, subject to availability of engineer

\*\*\* All callouts fully chargeable