



Terms & Conditions

System Support Packages from Optimal Technologies

12-Month Service Support Contract

This cover is an annual contract for all Optimal machines with and without RAU (Remote Access Units). It provides real-time support for reported fault diagnosis, offering a faster response to minimise machine downtime, and improving productivity.

- Remote support limited to 24 hours per 12-month period of the contract, additional required support hours will be charged at the standard rate.
- Telephone/email response between the hours of 07:00 and 19:00 (GMT/BST) Monday to Friday.
- Response will be prioritised over customers without a contract in place.
- This contract includes one service visit/preventative planned maintenance.

Outside office hours, notifications will be dealt with immediately on return to business.

Response times are within 2 hours of receipt of notification by email or phone call during normal office hours (07:00 to 17:00).

Notifications as a result of customer error or misuse that result in a site visit would be chargeable at our daily rate for an engineer, plus travel and accommodation costs.

Response will be in the form of a telephone call or email and the system will be initially interrogated by an engineer located at the Optimal office.

Should a site visit be required then this will be booked in as a priority dependent upon the diagnosis, the urgency of the situation and the available engineering resource.

This support contract excludes any parts/materials unless previously agreed.

Contract price is based per machine.