

No Support



In the event you require our Support services and have no support agreement in place the following services and charges will apply

Telephone Support

Software support cover via our dedicated helpdesk Monday - Friday 9.00am - 17.00pm.

Minimum charge of £400 per incident. Up to a maximum of 4 hrs per incident.

Remote Support

Remote connections to your Workstation or Server allowing our Support and Technical teams to further assist in diagnosing and resolving your Support Incident.

Minimum charge of £400 per incident. Up to a maximum of 4 hrs per incident.

Email Support & Ticket Logging

Email ticket logging with automated ticket reference.

Please note that no action will be taken to resolve a support request without a signed commercial agreement.

Minimum charge of £400 per incident. Up to a maximum of 4 hrs per incident.

Return to Base Hardware Repairs

Minimum charge of £400 per incident + parts and return shipping.

Note: Return to base repairs exclude Access Control Hardware.

Additional Services

Additional Services may be provided to clients without a Support Agreement, whereupon the following charges will apply. All costs exclude VAT, and shipping where applicable

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Onsite Support Services	£900	per onsite visit
Onsite Biometric Deep Clean	£900	per onsite visit (single location, maximum 3 units) + parts if required
Telephone Support	£400	minimum charge per incident. Up to a maximum of 4hrs per incident
Remote Support	£400	minimum charge per incident. Up to a maximum of 4hrs per incident
Return to Base Hardware Repairs	£400	minimum charge per incident/item + parts and return shipping

Return to Base excludes Access Control

Note: SLA Response and Resolution Times DO NOT Apply

Where a return to base charge applies then the minimum charge (£400) will apply whether the hardware is serviceable or deemed non-serviceable/beyond repair. Customers may request return of non-serviceable hardware or request VIPs to manage disposal.

Every care has been taken to ensure the information within this datasheet is accurate at the time of publication.

However, to improve the quality, all specifications are subject to variation at any time.

Please check our website or contact your account manager for the latest version

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