



3D PRINTING - LASER CUTTERS - FUME EXTRACTION - LASERABLE MATERIALS - ACRYLIC MANUFACTURING

## Education Plan

£250 per annum



### This entitles you to the following:

- 1 routine maintenance visit
- 10% discount on parts
- 1 week response time to emergency call outs
- 1 Year Contract term

## Silver Plan

£600 per annum



### This entitles you to the following:

- 1 routine maintenance visit
- 10% discount on parts
- 72 hour response time to emergency call outs
- 1 Year Contract term

## Gold Plan

£900 per annum



### This entitles you to the following:

- 2 routine maintenance visits
- 10% discount on parts
- 48 hour response time to emergency call outs
- 1 Year Contract term

## NEW One-off Servicing

The cost for the one off service is £525 + travel expenses. No discount on parts or consumables. Response time will be 7-10 days.

Hobarts listen to our customers. We have been asked to include a one-off servicing option to be added to our line of support products and we have added it.

We will still carry out our comprehensive 100 point service check. You will still get our outstanding customer service. Just no annual plan. Simple.

So customers who were unable to undertake a annual plan can now get their lasers serviced on an ad-hoc basis.

For customers who require an urgent visit, we still offer our emergency call out service.

### Emergency Call Out Charges

Customers with a service plan - £250

Customers without a service plan - £600

### Notes

Annual plan prices are per machine  
VAT will be charged extra

### Travel Expenses

The following charges are applicable to all the above plans and call outs. Mileage is charged at 75p a mile for the first 150 miles and then £1.00 a mile thereafter. Customers outside mainland UK are subject to a £150 travel surcharge to cover travelling time. Scottish customers please request a quotation. No additional surcharge is made for customers in the main Scottish cities but the surcharge will apply to those in outlying areas. All other expenses such as accommodation, subsistence, flights, ferries, hire vehicles, parking and congestion charges will be billed.