



Advantage Plus

Support when you need it most

Our service agreements aim to ensure your equipment is always working to its maximum.

Both service and breakdown costs are covered in one package, providing you total peace of mind.

Advantage Plus gives you all the service benefits of our Advantage programme, plus additional peace of mind should the unexpected happen and a machine requires a breakdown visit.*

The contract is based on the number of hours use per annum – this translates into agreed service visits and each service visit includes full equipment safety inspection. Lubrication service is based on the machine run hours.

Relax safe in the knowledge that you're covered for any breakdown repairs subject to fair wear and

Fixed monthly or annual payment schemes, during the term of the contract, allow you to accurately budget your service and maintenance costs, with no nasty surprises...

Gain the **Advantage** today!

tear, including parts and reduced rate labour and call out charges.

With Advantage Plus, you also benefit from same day technical response via our visual remote support platform, free of charge and within four hours of your call to the Customer Support Team.

Same day engineer response (for calls logged before 10am). Next day engineer response (for calls logged after 10am).

Standard working hours are Monday to Friday 08:00 to 17:00 excluding Bank Holidays.

Hako

Call our Service hotline
now on **01788 825600**

or email CST@hako.co.uk

Hako Machines Ltd – Full Maintenance Contract Agreement Terms and Conditions

General

- The minimum contract term will apply, as stated in the contract document.
- Termination of any contract, must be made in writing giving no less than 60-days' notice (contract settlement figures may apply).
- All prices quoted under this agreement will be subject to VAT at the prevailing rate.
- Only items included in the contract document shall be covered, any additional items shall be chargeable in full to the customer.
- The contract is based on number of hours use per annum, which then determines the number of visits required. If predicted hours are not reached, this may lead to a reduction in service visits (but not necessarily in cost). If equipment undertakes more hours than predicted, this will result in additional service visits being required (chargeable) or in the case of Citymasters, you will be charged per additional hour/mile. Please refer to individual contracts for full details including flexible review options.

We reserve the right to refuse warranty or contract attendance on equipment which we believe has been serviced or attended by an alternative supplier or non- Hako Engineer. To return to contract we will need to undertake a full one-off service and potential replacement of any non OEM parts. This work is chargeable.

The Customer

- The machine must be available for the scheduled visit, cleaned and in a suitable safe working area for the required work.
- The customer must supply official authorisation with an official purchase order number within 24-hours for any verbally authorised repairs as above.
- Provide sufficient access and egress to/from site.

Hako Machines Ltd (HML)

- Any damage or mis-use will be highlighted to the customer, prior to any works.
- Approval for any works outside of the contract inclusions will be sought prior to commencement of works.

Contract Inclusions

- Annual contract performance reviews
- Completed job sheets via email
- Maintenance and service records
- Routine servicing (as per the manufacturers recommendation)
- Labour for servicing and breakdown work
- Parts and fluids for the above work
- Technical remote support
- Full manufacturer's inspection and safety check
- Minor adjustments and fluid level checks
- Preferential response times
- Discounted call out and labour rates
- Annual PAT testing (where requested at point of contract)
- Travel to/from site is included
- Breakdown repairs, parts and labour (subject to fair wear and tear)
- Same day technical and engineer response (calls logged before 10am)
- Next day engineer response (calls logged after 10am)
- Discounted rates on training packages
- Preferential rates on chemical purchases

Contract Exclusions

- Routine maintenance is not available outside of the standard business hours or on Saturdays, Sundays or public Bank Holidays
- Any consumables, parts and labour not stated in the contract document
- Any ground contact items, tyres, batteries, chargers and associated leads (unless stated in the contract document)
- Any repairs due to mis-use or damage
- Out of hours attendance
- Roadside assistance and machine recovery
- Excess labour due to site induction, delayed entry to site or cancellation of work on arrival
- Excess machine hours will be charged at the agreed rate

Gain the Advantage today!

Hako Machines Limited, Eldon Close, Crick, Northants NN6 7UD

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