

Off Hours: Prepaid

A Maintenance Agreement Upgrade

Prepaid service outside normal business hours



Overview

With this upgrade to an On-site Maintenance Agreement, service is available during additional hours outside the normal business week - 8:30 to 5:30 Monday to Friday. Off Hours Service can cover all the equipment covered by the Maintenance Contract or just key components. The additional hours are specified in the Maintenance Agreement.

Parts that are covered under the Maintenance Agreement are also covered during Off Hours Service, and all other terms and conditions remain the same during off hours as they are during regular hours.

Features and Benefits

- Not restricted by our “regular” business hours.
- You choose the hours during which we’ll be available.
- Coverage is available for all or part of the system.
- Provide additional peace of mind for heavily used equipment.
- Allows for convenient off-peak scheduled maintenance.

Options

Options include what equipment to cover, and the hours and days that coverage will be available.

- Off Hours is applied to individual line items in the Maintenance Agreement. You can choose to cover only critical items or the entire system. Internally installed equipment must be covered the same as the unit in which it is installed.
- The options include 5, 6 or 7 days by 8, 16 or 24 hours per day.

Eligibility

- Please refer to the separate hardware pricing manual.
- The equipment covered by an Off-Hours Upgrade must also be covered by a Standard or Priority Response On-Site Maintenance Agreement.
- All pieces of a single unit must be covered if any are to be covered (i.e. an internal tape drive cannot be covered by Off Hours unless the unit it is installed in is also covered).

Pricing

You can choose between standard and priority response time during the off hours. Charges for prepaid Off Hours Service are included with the cost of the Maintenance Agreement. Contact our sales representative for prices ♦

EMF Inc.

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