



# Support & Maintenance Plans

As of 1<sup>st</sup> Jan 2019

## Warranty:

All Lake Image Discovery systems are supplied with a standard warranty for the period of 12 months from the date of delivery.

If the system fails please contact your local support team with a detailed fault report. They will attempt to diagnose the fault, and either remotely fix the issue, or request that components, or the entire system is returned to the local service point for repair. Within warranty all repair will be free of charge.

If on site repair is required, the labour time, travel and expenses shall be charged at our standard daily rate.

## Maintenance Options:

SERVICE DESCRIPTION	1 <sup>st</sup> YEAR WARRANTY	REMOTE SUPPORT	STANDARD MAINTENANCE	ENHANCED MAINTENANCE
Return to factory repair	Includes all parts and labour charges	All labour charged at standard rates. All parts at discounted rates	Labour included. Parts charged at discounted rates. Priority response.	All parts and labour included Priority response.
Phone and email assistance	Included	Included, Priority response	Included, Priority response	Included, Priority response
On-site service and support	Charged at standard rate plus travel and expenses	Charged at standard rate plus travel and expenses	Charged at standard rate plus travel and expenses	Charged at standard rate plus travel and expenses All parts included. One annual preventative maintenance visit included per year (after year 1)
Software updates	Charged at standard rates	Charged at standard rates	Charged at standard rates	Included during Preventative Maintenance Visit
Microsoft Windows 10 updates (if applicable)	Not included – Fixed revision only.	included	Included	Included
Annual price, Year 1	Included in system price	£750 per system.	£750 per system	£750 or 7% of system price (whichever is the greater)
Price - Year 2 onwards		£750 per system	£960 or 8% of system price (whichever is the greater)	£1380 or 12% of system price (whichever is the greater)

## Hardware:

Lake Image Systems Ltd.

The Forum, Icknield Way  
Tring, Hertfordshire, HP23 4JX, UK

☎ + 44 1442 892700

Internet: [www.lakeimage.com](http://www.lakeimage.com)

Email: [info@lakeimage.com](mailto:info@lakeimage.com)





LAKE IMAGE

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All maintenance options cover the hardware specifically supplied as part of the Lake Image Discovery system:

- Chassis/ PC processor
- Screen/ Keyboard
- Camera/Scanner
- LED lighting units (not fluorescent or halogen)
- Cables

Any parts not supplied by Lake Image, or damaged through mis-use, or modified by the user in any way will not be included.

## Software:

Any bugs identified within the warranty period shall be fixed free of charge, or a workaround will be provided. A bug is identified as a system failure preventing its normal use for its original application.

Any applicable software updates can be provided as per terms of the chosen maintenance option. Any hardware necessary to enable a software update shall be charged at our standard rates.

## Phone Support:

All on line, email and phone support is included within the various contract options. Please provide your maintenance contract reference number, and serial number of the system requiring support when requesting service.

## Equipment Return:

Any equipment being returned to the service point (Lake Image facility) must be accompanied with an SR (Service Report) authorisation reference number. If you have not been issued with an SR number during the process of fault diagnosis and support, please contact Lake Image service team. ([Service@lakeimage.com](mailto:Service@lakeimage.com))

All shipping/transport costs from Customer to Lake Image will be at the Customers expense. All return shipping costs back to the Customer site will be at Lake Image expense.

## Prices/Payment:

Payment is due within 30 days of invoice date. All annual contracts will automatically renew, and will be invoiced against the original purchase order number, unless directed otherwise.

All prices are subject to applicable taxes.

Lake Image reserve the right to review prices annually, based on usage, risk and RPI.

## Termination:

Either party may terminate the contract giving 90 days written notice prior to the next renewal date.

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