

## Annual maintenance / service agreement or scheduled site visits

As a vital part of our service offers we offer different maintenance options. Your research is important and a regular check up of your equipment gives you peace of mind to let you concentrate on your research.

There are different options for you to choose, ranging from our basic cover to a carefree packet which includes a 48 hour call out option - all available as annual maintenance contracts as well as single scheduled site visits.

Our technicians will take care that your equipment is in working order by checking all vital parts - also for equipment from different manufacturers.

Should your situations change - moving location, different technical requirements, upgrade, any spare parts or additional requests - we are happy to support you with our experience helping you achieve the best possible result.

### Service Plan Basic:

We will check your equipment at your convenience. Ensure Canopy, Gloves, Filters and pipework are in good working order and will advise you if any exchange parts may be necessary. We only charge for replacement parts actually needed.

### Service Plan Optimum:

Check up of your equipment at your convenience. All parts are checked as in the basic plan but common replacement parts are included:

HEPA filter, Gloves, cleaning or replacement of any Pre-filter, O-Rings and seals.

Unforeseen parts are charged separately and are discussed prior to replacement. These will commonly involve a canopy change, damaged frames, fan Unit or damaged Ports (rigid).

Emergency call out and site visit within 72hrs.

### Technical help line:

We take your requests serious and offer technical help via our service email 7 days a week. All issues will be answered within 12 hours of receiving your email.

In an emergency call out we can achieve a site visit within 48 to 72 hrs.

Our competent staff is able to give advice over the phone for any issues you may have. Please contact us via our dedicated service email [service@nkponline.co.uk](mailto:service@nkponline.co.uk) or call your dedicated help line (given to you when you sign up for a service agreement) for any emergency issues.

