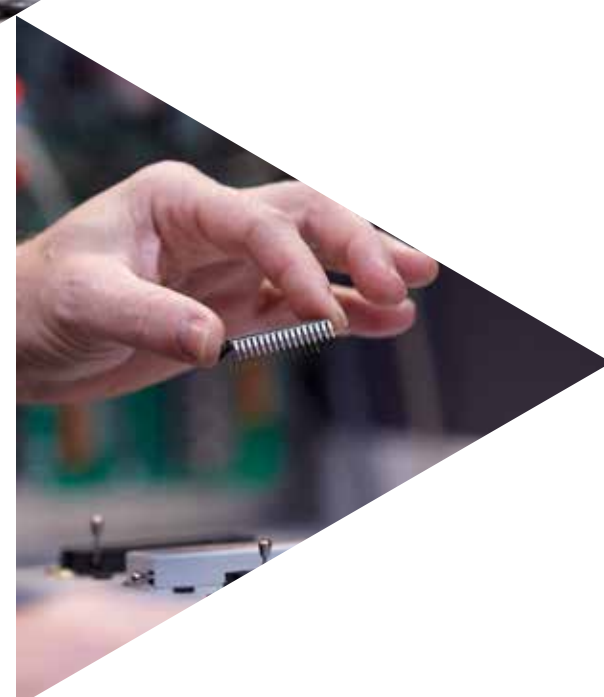




Aftersales Support





Get the best out of your Ishida equipment and spread the cost. Preventative service plans at competitive monthly rates.
Can you afford not to?

An Ishida Service 365 agreement is designed to enhance our customers experience and maintain the high performance levels achieved by the equipment. We offer 3 levels of contract, all are tailored to suit the needs of your business depending on equipment type, usage and environment.

Task	Service 365 ***	Service 365 *** Premium	Service 365 Premium Plus
Duration - Minimum (Years)	2	2	3 or 5 *
Service Visits Per Year (Scheduled Maintenance)	2	2	2 or 4 **
Calibration (Once Per Year)	✓	✓	✓
X-ray Validation (Once Per Year)	✓	✓	✓
Condition Report	✓	✓	✓
24/7 Telephone Support	✓	✓	✓
Spare Parts Discount	✓	✓	N/A
Breakdown Labour - Discount (15%)	✓	✓	N/A
Site Engineering Review	✓	✓	✓
Ishida Expert Training (Foundation) - CCW/DACS (English Only)	✓	✓	✓
Next Working Day Response	✓	✓	✓
Metal Detector Audit	✓	✓	✓
Scheduled Spare Parts	✗	✓	✓
Weekend Visits (Scheduled Maintenance)	✗	✓	✓
Spare Parts (Breakdown)	✗	✗	✓
Labour (Breakdown)	✗	✗	✓
100% Parts Included	✗	✗	✓
Spares Discount	5%	10%	N/A

* 5 years when sold alongside new X-ray machine

** 2 visits per annum when offer alongside new X-ray machine

*** Not offered with new X-ray machine

Please contact your aftersales representative to discuss options and details of what we can offer to support your business
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