



## System Support Contract – SILVER

Part number ASSCS-33867

In order to meet demand for test-system support during project-critical periods such as new product introduction and addition of new system features, we offer a range of support contracts designed to meet your specific requirements. Our SSC packages provide you with the confidence that when you do need support it's there. When purchasing one of our support contracts you have the peace of mind that help is at hand when you need it, with no need to raise additional purchase orders that can take time to organize.



Our experienced engineering resources can assist with diagnosing and troubleshooting, integration of new system features, and additional software development as your needs develop. By choosing one of our SSC packages, you get a block of support hours and a guaranteed response time based on your business needs.

### Benefits

- Guaranteed support across all Amfax engineering disciplines
- Known number of support hours monitored weekly
- Easy to order using one fixed price item
- Use the support when you need it
- Can be transferred to other projects
- Your own personal support manager
- Reduces need for raising additional support purchase orders

### What's included

- 120 hours of support of any Amfax engineering discipline
- 2 hour response time for any support request
- 6 months to use your support
- Includes 2 day of on-site support if required (includes all travel and subsistence costs)
- Your personal support card including unique support number and support validity details
- Access to your own personal support manager

The SSC will be invoiced on receipt of your purchase order. Any support hours not used in the timeframe specified will become invalid. You can decide when you would like the support to commence. Silver SSC can be used in conjunction with any other SSC product to increase support hours required. On-site days included are for visits within 150 mile radius of Amfax's headquarters.