



Service & Calibration Renewal Agreements

Standard and Premium Packages

UK Mainland Only		
	Standard	Premium
2 x legislative calibrations and certification (one every 6 months)	x	x
Visual inspection of the equipment	x	x
Software updates [^]	x	x
Phone/email support by qualified and experienced personnel (Mon-Fri, 8am - 5pm UK time)	x	x
Remote diagnostics and repair - for PC and software (Mon-Fri, 8am - 5pm UK time)	x	x
Service (lubrication of the RR / lubrication and adjustment of the RBT, where appropriate)	x	x
Related TCO equipment will be calibrated (covered in WST calibration + CTC RIM)	x	x
Callouts (including on site emergency visits)	Up to 3 included*	Up to 5 included*
Response time	Up to 72 hours	Up to 48 hours
Labour on site (including carrying out repairs)	x	x
Costs of parts	-	-
	£1,295 Per Annum	£1,750 Per Annum
	£107.92 Per Month**	£145.83 Per Month**
	Order No. 60770132	Order No. 60770129

****This can be subject to review by the service team on a case-by-case basis***

***** Will be invoiced against 9999000167600***

^Major software updates including firmware updates not included, and remain chargeable

- Each agreement is related to 1 x RBT or RR only.
- Agreements paid by Direct Debit will be committed to 36 months, with payments taken on a monthly basis (Benefits include low monthly payments, no contract (but could be retrospectively charged for completed work if cancelled before scheduled end date of contract), price agreed so is not subject to annual increase)
- Agreements for 12 months must be paid in advance in full.
- A report will be made on the condition of the equipment and any rectification or maintenance requirements only free of charge legal or technical updates will be carried out. Updates that may be chargeable will only be carried out if an order number is provided, if appropriate, prior to the visit being booked.
- All parts will be charged for in the normal way, unless under warranty
- Changing of any consumable parts on any of the test equipment will only take place if authorised by an additional order number for labour and material, if appropriate
- The company reserve the right to dispatch material overnight as an alternative to attendance on site if the company deems that the ATF/ATC centre are capable of installing the defective part.

CTCII & Tablet Agreements

Part Number	Description	Covered	Price
9999000149400	WST2 and CTC RIM Calibration*	2 calibration visits (one every 6 months) on: 1 x - BlueMeter, Workshop Link, TyreMeterPro, CTC RIM	£595 Per Annum
	Tachograph Test Equipment Calibration*	BTC, Clock Tester, Portable Drive Test Unit and STC	
9999000167600	WST2 36-month Software Agreement**	Automatic on-line updates whenever a new piece of software or license is released; Quick replacement service 3-year extended warranty; Seal and KITAS tracking software; VDO Hub (training, online database, technical data and much more); Remote maintenance; Automatic Inclusion in Europe wide preferred partner scheme	£75.00 Per Month

* These agreements will cover only the products listed, depending on what the customer purchased.

** Available to paid on a monthly or annual basis – if taken with a new Workshop Tablet, the first 12 months are free

Exclusions:

Maintenance, repairs, or replacements required in respect of deterioration or damage to the equipment caused as a result of willful damage, negligence, accident, fire, flood, theft, act of God or any occurrence other than normal wear and tear when used in accordance with the manufacturer's instructions.

Full terms & conditions are available upon request.

Additional Services & Prices

Part Number	Description	Covered	Price
SPC001018	Clean room item	Per item (need to be returned to Birmingham)	£95 Per Item
SPC000600	Quality Audit*	Per tester	£350 Per Audit
60770128	Callout	Labour to be added at £75 per hour = Min. 3 hours	£250 Per Callout

*A quality audit is intended to be carried out at 6 monthly intervals. VDO reserve the right to change this to be done remotely if applicable.



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