

Service and Support



**HEIDELBERG
ENGINEERING**



**SERVICE +
SUPPORT**

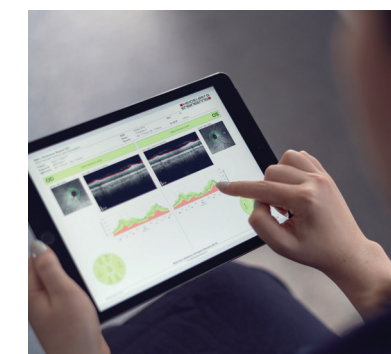
Authorised, qualified and trained

Heidelberg Engineering Ltd is the only authorised distributor and service agent for Heidelberg Engineering equipment in the UK.

Our Technical Support Managers receive on-going training to maintain and improve their qualification to service Heidelberg Engineering equipment and they only fit manufacturer approved parts. They are trained in advanced procedures and this means a higher percentage of repairs can be completed in the field, which minimises the need for equipment to be taken off-site and reduces down-time.



Responding to your needs



Heidelberg Engineering realises that instrument down-time can be costly and can inconvenience you and your patients. We strive to respond to all calls to our helpdesk by telephone within 2 hours, remote support within 24 hours and/or on-site assistance within 72 hours if required.

Personal contact

Every region of the country is covered by a dedicated Technical Support Manager, which means you deal with the same individual whenever they visit you (where possible). They have personal knowledge of your equipment, clinic and individual requirements.



Left to right: Matt Totton, Paul Atkins, Phill Ennion and Scott Smith from the technical support team.

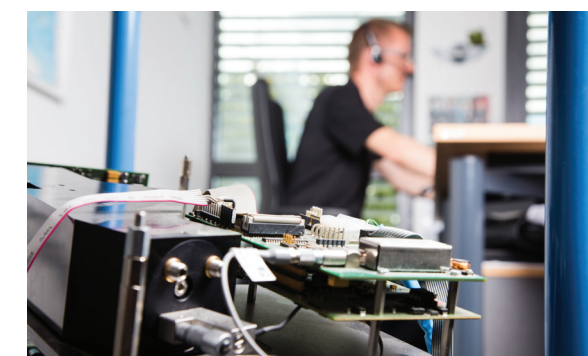
Networking and software updates

Heidelberg Engineering work with your IT department to ensure that the equipment is networked as part of your installation*. We also provide standard equipment software updates free of charge, which often add additional diagnostic functionality to your device, and make these simple for you or your IT department to download from our Business Lounge and install.

Technical support helpdesk

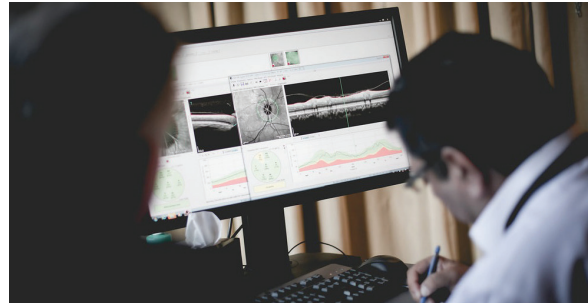
Our highly skilled technical support helpdesk is always on hand to give you highly effective telephone support for any user on any technical issues that arise. It doesn't matter how basic or how complex, we are here to help.

Call 01442 502 332 to speak to our friendly support team.



Let's take care of it

Every Heidelberg Engineering instrument comes with a one-year warranty as standard. When your warranty period expires, opting to take care of your instrument with an Aftercare Plan provides peace of mind knowing your device is well-maintained and that assistance is only a call or email away.



Aftercare Plan benefits**:

- Telephone technical & application support
- Remote IT support
- Engineer call-out charges
- Standard equipment software and viewing license updates delivered via the Business Lounge with remote/telephone support
- Temporary loan units for use if system needs repair off-site***
- Engineer labour & travel
- Parts & Shipping
- Planned preventative maintenance visit

Request a quotation at: **Contracts-UK@HeidelbergEngineering.com**

* Where applicable. Additional charges may apply.

** Benefit entitlement may change, and additional charges may apply dependant on your Aftercare Plan cover level. Benefits correct at time of publication and are subject to change.

*** Subject to availability.