

## **WARRANTY SUPPORT OF CCI**

1-Year or 100,000 operations warranty is provided as standard and includes:

- Repair or replacement of the product as a result of a failure in software or hardware due to design or mechanical errors.
- Free helpdesk.
- Modular swaps via courier.
- On site service.

### Points of information

- The warranty period starts from the date of installation.
- The standard warranty is supported between Monday to Friday 8.30am to 5.30pm.
- The CCI helpdesk number is 0844 800 2172.
- The warranty excludes operational misuse, accidental damage and software enhancements including currency upgrades.

## **METHODOLOGY**

- If the customer has a problem with CCI they will call the helpdesk number where an attempt will be made to resolve the problem over the phone.
- If the problem cannot be resolved over the phone but has clearly been identified as a failure with a particular module then a replacement module will be dispatched to be fitted by the customer (under instruction if required) and the faulty item will be returned at the same time. If the CCI helpdesk received the call before 3.00pm then the module will be received next working day, if after 3.00pm then it will be the day after.
- If the helpdesk decide that a box swap is not appropriate then an on site visit will arranged with a response time of 8 standard working hours.

## **INSTALLATION**

- Under normal circumstances a site survey will be required ahead of an installation. In certain circumstances it may be possible to use a postal survey, whereby the customer completes a survey questionnaire detailing how and where units can be fitted.
- Once the survey has been carried out, a convenient date and time will be arranged for the installation to take place.
- Full operator training is provided at the end of the installation and is included in the cost of installation.

## **MAINTENANCE CONTRACT SUPPORT**

3-Year Maintenance contracts (1-year warranty + 2 additional years cover) are available are purchased at the same time as the CCI product.

There are 2 types of maintenance contracts available:

### **SILVER**

The silver contract includes:

- 1 Preventative maintenance visit per year.
- Repair or replacement of the product as a result of a failure in software or hardware.
- Free helpdesk.

- Modular swaps via courier.
- On site service.
- Should a new Bank of England bank note be issued, an upgrade to the CCI will be made free of charge.

Points of information

- The silver maintenance contract is supported between Monday to Friday 8.30am to 5.30pm.
- The CCI helpdesk number is 0844 800 2172.
- The contract excludes operational misuse or accidental damage.

**METHODOLOGY**

- If the customer has a problem with CCI they will call the helpdesk number where an attempt will be made to resolve the problem over the phone.
- If the problem cannot be resolved over the phone but has clearly been identified as a failure with a particular module then a replacement module will be dispatched to be fitted by the customer (under instruction if required) and the faulty item will be returned at the same time. If the CCI helpdesk received the call before 3.00pm then the module will be received next working day, if after 3.00pm then it will be the day after.
- If the helpdesk decide that a box swap is not appropriate then an on site visit will arranged with a response time of 8 standard working hours.
- The Preventative Maintenance visit will be logged as a call and will be carried out annually.
- If a currency upgrade is required, normally 2 software downloads will be necessary a few months apart. These upgrades will either be carried out during the pm visit plus a further visit or the software will be downloaded remotely.

**GOLD**

The Gold contract includes:

- 1 Preventative maintenance visit per year.
- Repair or replacement of the product as a result of a failure in software or hardware.
- Free helpdesk.
- Modular swaps via courier.
- On site service.
- Should a new Bank of England bank note be issued, an upgrade to the CCI will be made free of charge.
- + An improved response time of 4 working hours.

Points of information

- The Gold maintenance contract is supported between Monday to Friday 8.30am to 5.30pm.
- The CCI helpdesk number is 0844 800 2172.
- The contract excludes operational misuse or accidental damage.

**METHODOLOGY**

- If the customer has a problem with CCI they will call the helpdesk number where an attempt will be made to resolve the problem over the phone.
- If the problem cannot be resolved over the phone but has clearly been identified as a failure with a particular module then a replacement module will be dispatched to be fitted by the customer (under instruction if required) and the faulty item will be returned at the same time. If the CCI helpdesk received the call before 3.00pm then the module will be received next working day, if after 3.00pm then it will be the day after.
- If the helpdesk decide that a box swap is not appropriate then an on site visit will arranged with a response time of 4 working hours.

- The Preventative Maintenance visit will be logged as a call and will be carried out annually.
- If a currency upgrade is required, normally 2 software downloads will be necessary a few months apart. These upgrades will either be carried out during the pm visit plus a further visit or the software will be downloaded remotely.

### **NON WARRANTY OR CONTRACT SUPPORT**

If the CCI is out of warranty and not under a maintenance contract, the following services are available:

- Chargeable helpdesk. (The CCI helpdesk number is 0844 800 2172.)
- On site service provided at additional cost.
- Call out response time is best endeavors to achieve 24 hours (3 standard working days).

### **NEW CURRENCY SOFTWARE UPGRADES OUTSIDE OF WARRANTY OR CONTRACT AGREEMENTS**

- New currency software upgrades can be provided outside of a warranty or service agreement at additional cost.
- The upgrade will require two separate software downloads, the first as the new notes are introduced and the second after a few months as the notes become older.
- The upgrades can be carried out on site by a field service engineer or remotely via Ethernet (if available).