

**WARRANTY SUPPORT OF MULTICOUNT**

- The MultiCount is provided with a 1 year warranty.
- Phone fix attempted.
- If problem cannot be resolved over the phone, a replacement MultiCount is despatched to arrive next working day. (If call is placed before 2.30PM), this machine is a permanent replacement. The faulty machine is collected at the same time; this machine is then returned to Volumatic for repair and returned to support stock.
- Accidental damage is excluded from the warranty.
- No loan equipment is provided under the warranty agreement.
- Chargers and Battery packs have a 1 year warranty.

**WARRANTY UPGRADE SUPPORT**

- A 5-year warranty upgrade is available at an additional cost for the MultiCount.
- The 5- year warranty upgrade for MultiCount is offered at the point of sale.
- Volumatic provide support stock.
- Phone fix attempted.
- If problem cannot be resolved over the phone, a replacement MultiCount is despatched to arrive next working day. (If call is placed before 2.30PM), this machine is a permanent replacement. The faulty machine is collected at the same time; this machine is then returned to Volumatic for repair and returned to support stock.
- Accidental damage is excluded from the warranty Upgrade.

**AFTER WARRANTY SUPPORT (IF WARRANTY UPGRADE NOT PURCHASED)**

**FIXED PRICE REPAIR – BOX SWAP**

- The fixed price repair box swap is carried out at an additional cost.
- Top line phone support provided.
- If problem cannot be resolved over the phone, a replacement Cash Counter is despatched to arrive the next working day. (If call is placed before 2.30PM). This machine is a permanent replacement and the faulty machine is collected at the same time, this machine is then returned to Volumatic for repair and returned to support stock.