



RESPONSE / CALL OUT PROCEDURES

Problem	Item	Procedure	Comments
Problem Logged Pre-1500 hrs (Mon – Thurs) (Online form / telecon)	Standard Component Part - defective (under warranty)	Engineer will contact client to ascertain actual problem and confirm time available for visit.	* Visit normally within 24 hrs if part in stock. * Out of stock parts up to 5 days wait for repair * Repair free of charge
	Standard Component Part - defective (user damaged)	Engineer will contact client to ascertain actual problem and confirm time available for visit.	Visit normally within 24 hrs if part in stock. User will be informed of charges if applicable
	Non-Standard Component - defective (user damaged)	Engineer will contact client to ascertain actual problem and confirm time available for visit.	Non standard components may need to be ordered from Italy – time depends on if item was custom built for client (e.g. arm colours / arm length).
Problem Logged After - 1500 hrs (Mon – Thurs) (Online form / telecon)	Standard Component Part - defective (under warranty)	Engineer will contact client to ascertain actual problem and confirm time available for visit.	* Visit time within 48 hrs (earlier may be possible depending on location and engineer availability) . * Out of stock parts up to 5 days wait for repair * Repair free of charge
	Standard Component Part - defective (user damaged)	Engineer will contact client to ascertain actual problem and confirm time available for visit.	Visit normally within 24 hrs if part in stock. User will be informed of charges if applicable
	Non-Standard Component - defective (user damaged)	Engineer will contact client to ascertain actual problem and confirm time available for visit.	Non standard components may need to be ordered from Italy – time depends on if item was custom built for client (e.g. arm colours / arm length). User will be informed of charges if applicable



Phoenix A.V. Solutions Ltd

'Hollyfields' Guinea Lane, Weston-u-Redcastle, SY4 5XD
T: 01939 200467 F: 01939 200467 E: enquiries@phoenix-av.co.uk

Registered No: 6568190 VAT No: 929 9250 83

Response / Callout Procedures Continued

Problem	Item	Procedure	Comments
Problems Logged Fri – Sun Public Holiday <i>(Online form)</i>	Any component parts standard or non-standard and regardless of reason	Engineer will contact client first working day after weekend / Public Holiday break to ascertain problem. A visit time will be confirmed.	Response will be as above according to component type and reason for default / damage.
<p>NOTES:</p> <ol style="list-style-type: none"> 1. Phoenix AV will aim to hold spare stock items of common components to be used in the event of fault or defect. Stocks as far as possible will be maintained to ensure minimal disruption for any repair requirements Phoenix AV cannot be held responsible for lack of stock due to any reason out of their control (factory / transport / courier issues etc) Repairs of these items will be carried out on-site 2. Where it is deemed to be a user fault / damage, the user will be informed of the cost of repair prior to the visit for standard parts or Provided with an estimation for non-standard parts. Where possible, repairs will be carried out on site. 3. For out of stock or non-standard items / repairs, procurement of parts for on-site repair can take up to 5 days (depending on courier / manufacturer stocks) 4. Equipment Loans: It is not the policy of faro or Phoenix AV to provide loan systems – however, depending on circumstances / availability and criteria, it May be possible to arrange a loan system at a small service charge. 			