

SUPPORT CONTRACT SUMMARY					
		UK + Eire	UK + Eire	UK + Eire	Global
1	Phone and Email Support	✓	✓	✓	✓
2	Remote Assist Scheduling	✓	✓	✓	✓
3	Aunir Client Area Login	✓	✓	✓	✓
4	Data Processing for Calibration Maintenance	✓	✓	✓	✓
5	Software & Calibration Updates	✓	✓	✓	✓
6	Proficiency Scheme	✓	✓	✓	Optional
7	Free NIR Analysis for Calibration Check	20 Samples	40 Samples	40 Samples	
8	Discounts on *Routine Reference Analysis	✓	✓	✓	
9	On-site Consultancy Discounts	✓	✓	✓	✓
10	Site Visit per Annum		1 Site Visit	2 Site Visits	
11	Breakdown Cover			✓	