



Dependable Warranty Coverage that's easy to use

Keep your plant operating safely, reliably and economically with access to the support and expertise you need, whenever you need it, however you need it.



Protect your budget from unscheduled expenses



Reduce your administrative costs by processing only one purchase order per warranty period



Protect your biggest investment



Benefit from a dedicated and experienced engineering team



Add or remove consultative services flexible to your needs



Deal with a single point of contact for all your technologies

We've got you covered

Drive down expensive unplanned maintenance and reduce the duration of unscheduled events by extending your warranty coverage to our Warranty+ option or go one step further and design a dedicated support package that is tailored to your business.

Investing in cutting edge, efficient systems for your facility is a smart decision. All of our products and systems offer a standard 12-month warranty as standard, giving you the confidence you need in their reliability and performance.



Get in touch:

Tel: +44 (0)1785 827000

Email: contactus@capula.com

<https://www.capula.co.uk/>



Follow us on LinkedIn and Twitter



Choose the right cover for you

Warranty

Our standard warranties commence upon sign-off of the Site Acceptance Testing (SAT), or 6 months following delivery of equipment to site whichever is the earlier.

Standard Warranty response times can typically be up to 10 working days to a call, between Monday – Friday 8:00am and 18:00pm.

Warranty+

Our Warranty+ gives you a faster response time and access to our engineering team to ensure your critical devices or systems can be rapidly repaired or replaced as needed.

Customers with Warranty+ are assured that they will be prioritised immediately when things go wrong to help diagnose and remedy issues. And this is further backed by an annual site visit that includes system backups and a health check to help reduce operational risk and ensure uptime.

Service & Support Contract

A warranty package should never be seen as an alternative to a more proactive maintenance planning solution. Proactive streamlined maintenance procedures should be put in place to maximise the effectiveness of equipment.

To keep your systems running at optimum performance and efficiency levels, and to benefit from financial peace of mind, taking out our annual service & support contract is an easy way, worry-free way to proactively protect your investments.

Capula offers optional service & support contracts that extend beyond the warranty for all of our systems, giving you the extra assurance, you may need if things go wrong. Our support contracts give you around the clock access to our dedicated engineering department, with over 50 years plus experience supporting mission critical systems throughout the whole of the UK.

Be assured that whether its proactively identifying future points of failure during a system health check, or giving you peace of mind that your system has been patched and backed up in the event of a disaster, our support contracts give you greater confidence in the ability to maintain the optimal operational performance of your systems.

“

Our support contracts give you **around the clock access** to our dedicated engineering department, with over 50 years plus experience supporting mission critical systems throughout the whole of the UK.

”

Cover type	Warranty	Warranty+	Support Contract
Pricing	Included	£3,500 P/A	£8,000 P/A
Time Period			
12 Months*	✓	✓	
1 - 10 Years			✓
Systems Supported			
Systems Installed Under Warranty	✓	✓	
Warranty & Non-Warranty Items**			✓
Service Hours			
9:00AM – 5:00PM – Monday-Friday	✓	✓	
24 Business Working Hours – 365 Days Per Year			✓
Call Out to Site Response Times***			
Up to 10 Working Days	✓		
Up to 2 Working Days		✓	
Within 4 Hours****			✓
Standard Services			
Engineering Call Back Within	24 Hours	1 Hour	1 Hour
Live Support Desk		✓	✓
Web Support		✓	✓
Email Support		✓	✓
Remote Diagnostics (Where configured)		✓	✓
Dedicated Contract Manager			✓
Dedicated Support Team			✓
Additional Support Services			
Inclusive Engineering Day*****			Annual
Backups & Disaster Recovery			Optional
Patch Updates/Management			Optional
Spare Parts Management			Optional
System Health Checks			Optional
Wrap Around Cyber Security Contract			Optional
Embedded Engineering			Optional

*Warranty+ available from 12 months as standard , also available up to 36 months – increased periods may incur additional charges for extended warranties from associated OEMs & Vendors. **All systems outside of a delivered project would need to be defined and agreed within the scope prior to contract setup. *** Call out to site is charged on a pay as you go basis, on a fixed rate, plus expenses. All call outs are conducted within office hours. ****4 hours dependant on geographical locations. ***** This engineering day can be used towards any of the below activities – activities may take longer than a day to complete. Additional days can be wrapped into the contract or purchased on a PAYG purchase.