

SERVICE AND CAPABILITIES

SERVICE AND SUPPORT

# SUPPORT COVER 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.

CAPULA

## CHOOSE THE RIGHT COVER FOR YOU

### WARRANTY

Our standard Warranty is 12 months, starting on completion and sign off of Factory Acceptance Test (FAT) or delivery to site, whichever is sooner.

Standard Warranty response times will be up to 2 normal working days for return of a call and up to 10 normal working days for attendance at site (if required). Normal working hours are Monday – Friday 09:00 to 17:00 excluding English Bank Holidays and the week between Christmas and New Year.

Please note our Warranty covers defects against approved design/deliverables only.

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### SERVICE AND SUPPORT CONTRACTS

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, 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.

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### BENEFITS OF OUR SUPPORT PACKAGES

- Protect your budget from unscheduled expenses
- Reduce your administrative costs by processing only one purchase order per support period
- Improve system reliability through proactive maintenance and health checks
- Gain peace of mind with disaster recovery, backups, and patch management options
- Benefit from a dedicated and experienced engineering team
- Customise your support with flexible, scalable service add-ons
- Deal with a single point of contact for all your technologies
- Leverage over 50 years of experience and expertise across the UK



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## CHOOSE THE RIGHT LEVEL OF SUPPORT FOR YOUR SYSTEMS

To ensure your systems continue to perform at their best beyond the standard Warranty period, Capula offers flexible Service & Support contracts. Whether you need essential coverage or a more comprehensive, proactive approach, our support options are designed to give you peace of mind and operational confidence.

### CORE SUPPORT

Our Core Support service provides essential “break-fix” cover. A dependable safety net for when things go wrong. It’s a low-cost insurance policy that gives you peace of mind, knowing that expert help is just a call or email away. Included in every support contract:

- Service desk logging
- Telephone/email support
- A dedicated Service Team for the duration of the contract

This is ideal for customers who want straightforward, reliable support without the extras.

### VALUE ADD SERVICES

For customers who want to go beyond the basics, we offer a suite of Value Add Services that enhances system resilience, improves visibility and supports long-term planning. These services can be purchased individually or bundled into a tailored service contract. With a customised plan, you benefit from:

- One simple purchase order to cover all services - reducing admin and making procurement faster and easier
- Clear visibility of scheduled maintenance and support activities
- Proactive system care to reduce the risk of failure
- Strategic insight into which assets can be extended and which need a migration roadmap

Our Value Add Services are designed to keep your systems running smoothly today and for the future.



## CHOOSING THE RIGHT PLAN

	WARRANTY	SUPPORT CONTRACT
<b>Time period</b>		
12 Months*	✓	
1 - 10 Years		✓
<b>Systems Supported</b>		
Systems Installed by Capula		✓
3 <sup>rd</sup> Party Systems**	✓	✓
<b>Service Hours</b>		
09:00 - 17:00 - Monday-Friday***	✓	
24x7x365		✓
<b>Call Out to Site Response Times****</b>		
Up to 10 Working Days	✓	
Within 4 Hours*****		✓
<b>Standard Services</b>		
Engineering Call Back Within*****	2 Working Days	1 hour
Live Support Desk		✓
Web Support		✓
Email Support		✓
Remote Diagnostics (Where configured)		✓
Dedicated Contract Manager		✓
Dedicated Support Team		✓
<b>Additional Support Services</b>		
Engineering Hours*****		Optional
Disaster Recovery Services (inc. Backup & Restore)		Optional
Patch/Updates Management		Optional
Spare Parts Management		Optional
System Health Checks		Optional
Wrap Around Cyber Security Contract		Optional
Embedded Engineering		Optional
Obsolescence Management		Optional

\*Warranty will be for 12 months on completion of FAT or delivery to site, whichever is sooner. \*\*All systems outside of a delivered project would need to be defined and agreed within the scope prior to contract setup. \*\*\*Excluding English Bank Holidays and the week between Christmas and New Year. \*\*\*\* Call out to site may be purchased as an inclusive service or on a Pay As You Go (PAYG) basis. \*\*\*\*\*Response times to site are based upon the incident priority. For the most significant P1 incidents we offer a Same Day response which may be as fast as 4 hours to site (dependent on distance to site and travel times). For less significant P2/P3 incidents our response times are typically 2 working days/5 working days respectively. All response times are subject to faults being raised within the agreed Service Hours. \*\*\*\*\* Our default Support Contract callback is within 1 hour, but for certain projects a P1 High Priority response requires us to call back within 30 minutes. \*\*\*\*\* Engineering hours may be purchased as an inclusive service or on a Pay As You Go (PAYG) basis. The hours may be used for small engineering works and services that are not otherwise included within the scope of the support agreement.

# CAPULA

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