

## Festive Service Availability

As we approach the festive season, we're dedicated to ensuring that your requirements are well taken care of during this time. Please find the key dates for our Christmas to New Year operations outlined below.

Please note there is no service of any kind on 25<sup>th</sup> or 26<sup>th</sup> December, or 1<sup>st</sup> January. Normal service will resume on Tuesday 2<sup>nd</sup> January 2025.



## Technical Engineering Support

Throughout the Christmas period we will be operating an emergency technical support cover as follows:

25 <sup>th</sup> to 26 <sup>th</sup> December	Closed
27 <sup>th</sup> to 31 <sup>st</sup> December	Standard support (out of hours): 8am to 6pm via 01844 217676. <b>Emergency breakdown cover:</b> Skeleton staff available.
1 <sup>st</sup> January	Closed

Technical support 08:00 to 18:00 via  01844 217676

Call the above number and follow the prompt for required division, this will divert to responsible technician for that area.

If this phone goes to answer machine leave a message and the technician will call back.

Please leave the following details:

- Company name.
- Contact name and number.
- Machine type and serial number.
- Brief description of fault.