

PermaJet
PROFESSIONAL INKJET MEDIA



WIDETEK SCANNER CARE

Support Assistance Packages

Two tiers of technical support for your WideTEK scanner — from remote troubleshooting and calibration to hands-on onsite maintenance and quality assurance.

SUPPORT ASSISTANCE

Included with every WideTEK

SUPPORT ASSISTANCE PLUS

Optional upgrade

Two Levels of Support

Support Assistance comes included with every WideTEK scanner at no extra cost. PLUS is an optional paid upgrade for customers who want onsite visits and quality checks.

INCLUDED AS STANDARD

Support Assistance

Comprehensive remote support to keep your WideTEK scanner running smoothly — troubleshooting, maintenance, and training from our technical team.

OPTIONAL UPGRADE

Support Assistance PLUS

Everything in Support Assistance, plus proactive onsite maintenance visits and professional quality checks to keep your scanner performing at its best.

Feature	Support Assistance INCLUDED	Support Assistance PLUS OPTIONAL
Direct Support & Remote Service	✓	✓
Failure Analysis & Troubleshooting	✓	✓
Remote Calibration Support	✓	✓
Staff Training	✓	✓
Software & Firmware Updates	✓	✓
Unlimited Telephone & Email Support	✓	✓
Onsite Maintenance Support (Mainland UK)	—	✓
Annual Quality System Health Check Sharpness test, colour analysis and system calibration, whilst testing the light intensity and positioning	—	✓

Optional Add-on Services

Extras beyond your included Support Assistance package, billed only if requested.

Service	Price
Machine Relocation Service	£525.00 per day
Scientific Calibration (Remote)	£75.00 per scanner
Call Out Customer Service	£130 (1st hr onsite incl.), £65/hr after
Remote Support (min. 1 hour)	£75.00 per hour
Online Training Session incl. Video (min. 1 hour)	£75.00 per hour

Support Assistance — FAQs

Common questions about our remote support package.

What support hours are available?

Support is available during standard business hours. Specific response times and availability windows can be discussed with our sales team.

Can I upgrade to Support Assistance PLUS later?

Yes, you can upgrade at any time. Contact our sales team for details on upgrade options and pricing.

Are there any additional costs beyond the package price?

The package price covers all listed services. Optional services beyond the package, such as machine relocation or scientific calibration, are charged separately at the listed rates.

How often will I receive software updates?

Software updates and firmware improvements are provided regularly to keep your system current. Frequency depends on product development cycles.

What if I need help outside of support hours?

Emergency support outside standard hours can be arranged. Contact our support team to discuss your specific requirements.

How do I book an optional service?

Contact our support team to request any optional service. They will arrange scheduling and provide a quote based on your needs.

Support Assistance PLUS — FAQs

Common questions about onsite maintenance and quality checks.

What areas of Mainland UK are covered for onsite support?

Onsite support is available throughout Mainland UK. Contact our support team for specific details about your area.

Can I combine Support Assistance PLUS with other services?

Yes. PLUS can be combined with optional services such as machine relocation or scientific calibration, at additional cost.

Ready to get started?

Got questions about which package is right for you? We're happy to help — just get in touch.

01789 739200

sales@permajet.com