



# PRODUCT SUPPORT SERVICES

## On-Site Installation Service Agreements

With Newcastle's on-site installation service, you'll get peace of mind that your mobile powered carts and cart accessories are completely ready for deployment after your order arrives at your facility. Our national team of service technicians strive to get you up and running on time and in conjunction with your go-live date.

### Installation service includes:

- > Unpacking of units\*
- > Complete assembly of your cart/power system and cart accessories\*\*
- > Comprehensive testing of your units to ensure they are fully functional and ready for use by your operators

*\* If shipment is damaged, Newcastle must be informed prior to on-site installation.*

*\*\* All carts and accessories must be available at time of install. Additional cost will apply if technician has to return to complete installation. Additional cost may apply if your facility is located outside our standard technician network.*

## Annual On-Site Support Service Agreements

Newcastle offers yearly agreements that provide on-site service in your facility. All repairs will be covered for both parts and labor with this service contract.\*

### Details:

- > The service contract must be elected at the original time of purchase and will cover all cart components and all power/charging system components\*\*. Consumables not included.
- > This service is provided during normal business hours from 8:00 - 5:00 pm in your time zone. This excludes holidays.

*\* This does not include damage and abuse caused by customer. SLA batteries covered for parts and labor through initial six-month warranty period.*

## Hourly On-Site Support Services **NEW!**

Newcastle also offers on-site service in your facility that is billed hourly plus the cost of parts\*\*.

### Details:

- > This service is provided during normal business hours from 8:00 - 5:00 pm in your time zone. This excludes holidays.

*\*\* Carts must be available at time of scheduled service. Additional cost will apply if technician has to return to complete service. Additional cost may apply if your facility is located outside our standard technician network.*

**For more information, pricing and scheduling, please contact:**

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