

Technical support – why it makes sense to maintain.

With any kind of insurance it is hard not to look at it as some kind of gamble, do I insure for peace of mind and support when I need it? Or do I take my chances?

Well, at Frama our machines do tend to be reliable, something to do with the Swiss quality of manufacture....but take a step away from this decision about whether or not to gamble on product

With Frama's fully comprehensive cover you are also guaranteed:

- Recreditng is absolutely free – Other suppliers will charge per re-credit.
- 2x Postal tariff changes p.a - free
- Technical helpline – local call
- Engineer Call out – free
- Parts – free

reliability because technical support is so much more than that.

A franking system or indeed a busy letter opener, folding machine or shredder can become invaluable to the day-to-day running of an organisation. They may be heavily relied upon and therefore cause untold inconvenience in

the unfortunate event of a breakdown.

If you have your products covered by fully comprehensive maintenance you need not worry, Frama has a 98% on site fix rate so it is simply a matter of calling out an engineer (which is already covered on the maintenance plan) and getting the product up and running so your jobs do not have time to back up and cause a problem.

It also means you do not have any unexpected charges, you can always get the help you require at the time you need it. Your engineer call out does not need to be monitored for time taken if you are fully comprehensively covered as you will not incur time based charges.

So don't make it a gamble, put your organisation in a comfortable situation where everything is covered and any breakdowns or technical issues can be solved in matter of hours.

