

## **Health Check Monthly Plans & Back Up Service**

We now offer a monthly subscription for our computer Health Check service. This helps keep your computer running well and to maintain its performance and security. If you have recently had a Health Check on your computer it is now the ideal time to take out a monthly subscription to cover your future Health Checks.

**Please ask us for more information.**

### **Our Health Check Plans:**

- Silver 1: Standard Health Check covering 1 computer plus 1 visit in total, additional visits 20% discount, and 2 hours remote support £9.45 per month
- Silver 2: Standard Health Check covering up to 2 computers plus 2 visits in total, additional visits 20% discount, and 4 hours remote support. £16.15 per month
- Silver 3: Standard Health Check covering up to 3 computers plus 3 visits in total, additional visits 20% discount and 6 hours remote support. £22.00 per month
  
- Gold 1: Standard Health Check covering 1 computer plus 2 visits in total, additional visits 50% discount and 3 hours remote support. £10.45 per month
- Gold 2: Standard Health Check covering up to 2 computers plus 4 visits in total, additional visits 50% discount and 6 hours remote support. £19.15 per month
- Gold 3: Standard Health Check covering up to 3 computers plus 6 visits in total, additional visits 50% discount, and 9 hours remote support. £25.00 per month

Eskia Cloud Backup Service: £5 per month per computer  
(Our normal call out charge is £35 per hour)

Plans start on the first of the following month. Payments are made monthly and in advance of your Health Check  
Payments will be charged through our payment provider GoCardless.

The plan can be cancelled at any time, but no refunds will be given for unused months. This only applies if a full price Health Check has been conducted within 3 months of start of plan. The plan is transferrable from computer to computer with no penalties with prior notice of the change of equipment. These plans cover labour costs and do not cover any hardware and/or component costs. Health Checks do not roll over in to a new year. Visits, and Remote Support time also do not roll over to a new year and will reset each year on the date of first subscription.

For example:

If you start a monthly payment plan in January, your Health Check will be the following January. If the computer is then replaced part way through the year. The money paid in so far will cover the cost of the setup of the new device and the new Health Check date will be the date the new computer was set up.

**CUSTOMER DETAILS (to be completed by customer)**

NAME & ADDRESS:

PHONE NUMBER:

EMAIL:

PLEASE CHOOSE A COMPUTER CARE PLAN (highlight/circle plan):

- Silver 1     Basic Health Check covering 1 computer plus 1 visit in total, additional visits 20% discount and 2 hours remote support £9.45 per month
- Silver 2     Basic Health Check covering up to 2 computers plus 2 visits in total, additional visits 20% discount and 4 hours remote support £16.15 per month
- Silver 3     Basic Health Check covering up to 3 computers plus 3 visits in total, additional visits 20% discount and 6 hours remote support £22.00 per month
- Gold 1      Basic Health Check covering up to 1 computer plus 2 visits in total, additional visits 50% discount and 3 hours remote support £10.45 per month
- Gold 2      Basic Health Check covering up to 2 computers plus 4 visits in total, additional visits 50% discount and 6 hours remote support £19.15 per month
- Gold 3      Basic Health Check covering up to 3 computers plus 6 visits in total, additional visits 50% discount and 9 hours remote support £25.00 per month

All visits and remote support hours reset yearly on initial subscription date and do not roll over into a new year, price does not include parts

BACK UP   £5 per month

CUSTOMER SIGNATURE:

DATE:

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**To be completed by Eskia:**

Customer Number:	Computer number(s):	1.
		2.
		3.
Invitation sent:	YES	
Signed up to GoCardless:	YES / NO	
Details added to BOB:	YES / NO	
DATE OF INITIAL HC:	DATE PLAN SET UP:	
DATE OF YEARLY PLANNED HEALTH CHECK:		