

Service Level Agreement (SLA) – Service and Warranty Plans

Secure your technology investment with the Audax Warranty Plus Plan, designed to provide comprehensive protection and peace of mind for your hardware and software needs.



1. Warranty Terms

This limited warranty does not apply to any product or item subjected to:

- Misuse, including static discharge or failure to follow User Guide instructions
- Product modification
- Ordinary wear and tear
- Improper use or operation

The warranty is void if:

- The device has an altered or tampered serial number
- Access (or attempted access) to internal memory is suspected

If repairs are required due to user-related damage, Audax reserves the right to invoice for repair, carriage, and related charges.

Audax advises Buyers to:

- Test all goods before applying them in connection with other products
- Obtain appropriate training in operation, maintenance, and security

Audax accepts no liability for issues that could have been prevented through proper testing or training.

Full Standard Audax Warranty details: <https://audaxsecurity.co.uk/get-support/>

2. Service Level Agreement (SLA) Overview

Audax provides two levels of cover for repairs, returns, and incident support:

- Customer-centric service experience
- Dedicated 1st and 2nd line support
- Single point of contact
- Self-service support portal
- End-to-end support

Submit a ticket: <https://audaxsecurity.co.uk/get-support/>

3. Repairs and Returns SLA

Plan Type	SLA Turnaround*	Coverage Details
Standard Warranty	10 working days	Standard cover, repairs processed in normal queue
Warranty Plus Cover	5 working days	Priority cover, repairs handled ahead of Standard claims

* Turnaround measured from date of receipt at Audax premises.

Full support terms; [Support Terms](#)

4. Out-of-Warranty / Pay-As-You-Go Pricing

- Initial Fault Assessment – £25.00 (advice upon inspection)
- Software Support – £25.00 initial inspection, then £75.00/hour thereafter
- Fault assessment & repairs:
 - Initial assessment: £25.00
 - Battery replacement: £65.00
 - Screen replacement: £85.00
 - Replacement camera (refurbished): £165.00
 - Other faults: priced upon inspection

5. Incident Management SLA

Objective: Restore normal service as quickly as possible.

Incidents are prioritised based on Impact and Urgency.

Priority Definitions

- Impact
 - **High** – Key service failure affecting all users; risk to revenue/security/reputation
 - **Medium** – Key service failure affecting one user, or non-key impacting multiple users
 - **Low** – Non-key issue, cosmetic, or minor degradation
- Urgency
 - **High** – Critical deadlines at risk, no workaround
 - **Medium** – No immediate deadline, no workaround
 - **Low** – Workaround available, no deadlines at risk

Response and Resolution Targets

Priority	Standard Warranty - Response	Standard Warranty - Resolution	Warranty Plus - Response	Warranty Plus - Resolution
P1 (High)	Within 8 business hours	Within 16 business hours	Within 4 business hours	Within 4 business hours
P2 (Medium)	Within 1 business day	Within 3 business days	Within 4 business hours	Within 2 business days
P3 (Low)	Within 2 business days	Within 5 business days	Within 1 business day	Within 3 business days

Notes:

- *Response* = Confirmation that incident is logged and action is underway
- *Resolution* = Full restoration or effective workaround
- Timelines apply to service hours (Mon–Fri, 09:00–16:00, excl. Bank Holidays)
- Warranty repairs/replacements shipped within 10 business days

6. Support Process

All requests must be logged with the Service Desk.

Categories:

- Incidents – service disruptions requiring resolution
- Jobs – service requests (hardware, training, upgrades) outside SLA
- Service Requests – multi-job projects, outside SLA

Support Structure:

- First-tier – Service Desk (telephone, email, online form, face-to-face)
- Second-tier – Technical specialists for complex issues

• 7. Contact Information

Audax Warranty and Support

Audax, 1 Endurance House, Parkway Court, Longbridge Road, Plymouth, PL6 8LR

- Telephone: 01752 264950 (Mon–Fri, 09:00–16:00 excl. Bank Holidays)
- Email: support@audaxuk.co.uk
- Online Resources: [Instruction Manuals](#)
- On-site support: Negotiated under quotation
- Third-party support: Available
- Training Videos: [Audax videos](#)
- Online training Courses: [Audax Training](#)

8. Out-of-Hours Cover (OHC)

- Not normally provided
- Intended for system-critical failures only
- No guarantee of resolution (some issues may require third-party resources and may be chargeable)

Emergency Contact: info@audaxit.co.uk

9. Complaints Procedure

1. Raise concerns with the Support Team Manager - mike.d@audaxuk.com

2. If unresolved, escalate to the Service Desk Manager - mike@audaxuk.com

If still unresolved, escalate to:

Operations Director – Natalie Powell - natalie@audaxuk.com

Managing Director – Adam Liardet - adam@audaxuk.com

10. Warranty & Service Plan Information

- Audax Warranty Plus Plan Includes
- Support desk
- DEMS & CMS updates & camera firmware updates
- Hardware repair/replacement
- Fault finding & management of DEMS and CMS

• Fault assessment & repairs:

- Initial assessment
- Battery replacement
- Screen replacement
- Replacement camera - (refurbished)
- Other faults: dependent upon inspection
- Software support
- Hardware support

Warranty & Service Plan Information

Warranty Plus Plan

First Year	£35.00
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2nd Year	£55.00
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3rd Year	£75.00
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Software Support, damage to cameras and battery replacement.

*Prices based on per camera per year.

*Plans must be paid in full at time of order

*Min purchase 3 years

Standard Manufacturers Warranty Cover

1st Year	FREE
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2nd+ Year	£25.00 per camera per year.
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This coverage does not include batteries beyond 6 months. Software, or storage failures starting from the 2nd year.

Repairs & Returns SLA

Standard Warranty	10 day turnaround
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Warranty Plus	5 day turnaround
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Dedicated 1st & 2nd line support

Single Point of contact

Self-service portal

End-to end support

Tailored BWV solution design, UK Build, connections support, product management