

RANDOX

FOOD DIAGNOSTICS



Evidence Investigator

Service Agreements

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Radox Food Diagnostics provide customers with an unrivalled support service. A team of highly trained specialists are on-hand to deal with any technical and service issues you may have.



25 international offices acting as direct points of contact for customers



Official Radox Food Diagnostics technical distributors in over 100 countries



Engineers and tech support specialists placed around the world to ensure an efficient response to customer requests



Scientists worldwide, dedicated to providing a quality product offering



The ultimate after-care support with tailored service packages to suit your available budget

Gold

£5000 per year (per machine)

Technical and Service support via email and telephone (24 hour response)

Remote diagnostics for off-site troubleshooting

Onsite Breakdown resolution including spare parts and labour costs

One year annual Preventative Maintenance visit including service kit

Software Upgrade

Silver

£2500 per year (per machine)

Technical and Service support via email and telephone

Remote diagnostics for off-site troubleshooting

Software Upgrades