



Rotechcare⁺

MAINTENANCE PLANS

Comprehensive cover for your
Rotech solutions



Reduce unplanned repair costs



Maximise equipment uptime



Extend equipment lifespan

Thank you,

for choosing Rotech

We hope that you are pleased with your coding and marking solution from Rotech. We are confident that your equipment will prove to be a worthwhile, cost-effective investment for your business.

Maximise your uptime with a Rotech Care+ preventative maintenance plan

As with all machinery and equipment, after extended periods of use, general wear-and-tear of parts is to be expected. At Rotech, we are committed to providing solutions that are an integral part of your production process and continue to be efficient many years after installation.

With our Rotech Care+ plans we deliver proactive aftercare support, which includes preventative service visits, to give you peace of mind by keeping your equipment running reliably at all times.



Reduce costs



Save time



Maximise efficiency



Comprehensive support



“Rotech’s exceptional customer service and after-sales support have made us feel valued and confident in our investment – we couldn’t be happier with the results.”

ORANGE COUNTY CBD

Tiered plans

To suit your particular needs

Our tiered plans – Essential, Premium and Ultimate - have been carefully created to ensure that your business can benefit from the additional support from Rotech no matter your size or industry.

The coverage you will require depends on varying factors such as level of throughput, operating hours, downtime implications and in-house engineering resource.

Unsure what plan you need?

Contact us today! Our team of experts have the knowledge to advise which plan would work best with your requirements.



MOST POPULAR

ESSENTIAL

Essential preventative cover allows your team to focus on production

PREMIUM

Premium cover to keep your production running optimally

ULTIMATE

For non-stop coverage, let us take care of everything and enjoy ultimate peace of mind

	ESSENTIAL	PREMIUM	ULTIMATE
Rotech response			
Initial response time (phone and email)	4 hours	2 hours	2 hours
Emergency on-site response	1 day	1 day	1 day
Extended telephone response hours (Weekends 10:00 - 16:00)			✓
Holiday telephone and email response hours (During Christmas closure & bank holidays 10:00 - 16:00)			✓
Site visits			
Preventative maintenance visit (standard wear parts included)	One per annum	Up to two per annum	Up to three per annum
Courtesy system supplied during visit (Zero-downtime during maintenance visit)		✓	✓
Discount on ad-hoc spares (including additional wear parts)	10%	15%	20%
Discount on ad-hoc hourly charge	£85/hour	£80/hour	£80/hour
Print quality checks		✓	✓
Health check recommendation report	✓	✓	✓
Other			
Extended system warranty (in addition to standard 12 months)	6 months	18 months	36 months
Ink guarantee (quibble-free exchange on Rotech ink)	✓	✓	✓
New system purchase discount (after 5 years)		10%	15%
Annual operator training			✓



T&Cs of Rotech Care+

Initial support response times are only guaranteed within standard working hours.

Emergency on-site response excludes non-working days such as weekends and bank holidays.

Holiday telephone and email response hours exclude Christmas Eve (24th December), Christmas Day (25th December), New Year's Eve (31st December) & New Year's Day (1st January).

Courtesy system provided during maintenance visit may not be exactly as customer's spec.

Additional spares outside of the scope of a preventative maintenance visit are supplied ad-hoc with discount as shown in pricing table.

The extended system warranty is in addition to the standard 12-month warranty on all standard systems. Includes standard Rotech parts only - special modifications and custom-made parts are not covered. Standard warranty policy applies.

Return your faulty cartridges and we will send you brand new replacements, free of charge.

For systems that have been continuously covered by Care+ for a minimum five years, a new system may be purchased at the discounted rate as shown in pricing table.

Care+ plans are priced based on the level of coverage required and number of visits as agreed with Rotech.

All plans are subject to a surcharge if the customer site is greater than four hours from Rotech's Welwyn Garden City base, to cover additional engineers time and transport costs.

All plans are subject to a surcharge if Rotech's engineers are not permitted access to systems within 1 hour of arriving on-site.