

MARCO HI-CARE



MARCO Hi-Care gives full support of your MARCO systems ensuring that your business-critical production processes run as smoothly as possible.

MARCO Hi-Care is a cost-effective support package combining comprehensive 24h “remote” technical support along with an annual “on-site” maintenance visit carried out by our highly trained service specialists (all servicing and repairs are carried out to UKAS Standards).

Each Service Level Agreement is tailored to suit each customer in order to reduce any risk that may arise in production. With highly trained engineers and web-based telematics, MARCO’s System Support Department have the skills required to ensure the customer has complete confidence, whether an issue requires remote or on-site assistance.

SafeContractor Accredited



MARCO®
Productivity Improvement Experts

AN **ATS** COMPANY

Key benefits of MARCO Hi-Care

- Performing preventive maintenance prolongs the life of your equipment
- Reduces downtime
- Decreases reactive maintenance requests
- Increases performance of equipment
- Prevents costly emergency repairs

What’s included in our Premium Hi-Care Package

- 24-hour call-out facility*
- Unlimited online support during office hours
- Emergency out-of-hours remote support
- Detailed technician reports itemising recommendations
- Quotation follow-up
- Relevant software updates
- 20% reduction on out-of-warranty spare parts
- Reduced cost of additional in-house or customer site training
- Reduced call-out rates
- Scheduled annual maintenance visit

* One telephone number and email address for support requests. This service logs and relays out-of-hours support requests to the MARCO Support Team