



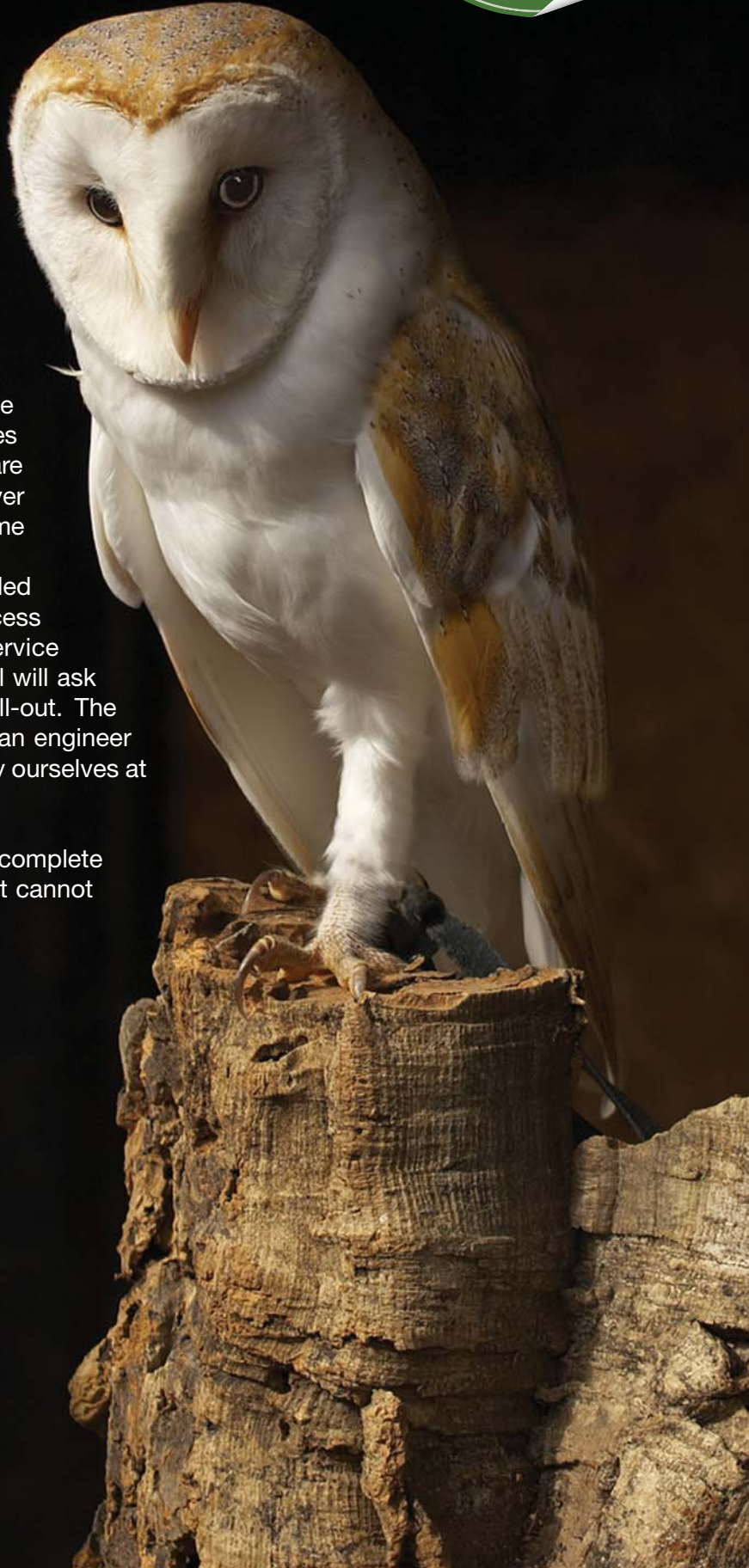
Customer demand has led to the provision of our 'OWL Assistance' service cover.

Many customers, mainly those in production based industries require 24/7 call-out cover to ensure there is no hindrance in their production program.

OWL Assistance service cover upgrades the standard Service and Mastercare Service packages to 24/7 cover and the same standard and extras are included in the facility. OWL Assistance cover prioritises your company to ensure minimal downtime

All OWL Assistance service customers are provided with a privilege card which provides them with access details and contract codes for our 24/7 service personnel. On call-out the Greenbank personnel will ask for basic breakdown details and urgency of the call-out. The 24/7 Greenbank personnel will then arrange for an engineer to visit your site within the time frame specified by ourselves at the start of the contract.

This contract is designed to give machine users complete peace of mind and ensures a level of service that cannot be matched by our competitors.



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