

▾ What is our hardware support service?

We support and maintain a variety of IT hardware products, devices and peripherals including laptops, printers and servers with full break/fix support. This service is available 24/7, 365 days a year to ensure that hardware is there when it's needed, delivering on investment and performing to its full potential.

K3's service includes on-site break/fix from accredited engineers, with most makes and models covered. Parts and labour are included and there are no hidden fees.

▾ What are the benefits?













- Nationwide 24/7, 365 cover from manufacturer accredited engineers
- All parts and labour included, with no hidden fees
- Free escalation to site if remote fixes aren't viable
- All brands and models covered, so you'll never have to source elsewhere
- Replacement loan unit* to make your budget go further

▾ How much does it cost?

Prices vary depending on the contract cover option you choose. All options are available as fixed monthly payment plans with no upfront costs.

*Loan equipment will be available to continue service. Although we endeavor to supply an identical replacement, this may not always be possible.

Please call us on **0844 579 0800** to discuss your specific requirements.

SERVICE OPTIONS	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Warranty/Vendor Management Only				
Supported by K3				
Target Resolution 48 hours				
Target Resolution 24 hours				
Support Cover Options	Vendor Aligned	Mon – Fri 08:00 – 18:00 or 24/5 or 24/7		

Product Features

Installation / Setup / Configuration: POE

- **Level 1** – Vendor call logging and escalation support managed by K3 Cloud, Hosted and Managed Services. Support levels are aligned with vendor contracts
- **Level 2** – Support provided by K3 Cloud, Hosted and Managed Services, parts and labour included. (*)
- **Level 3** – Solution managed and monitored by K3 Cloud, Hosted and Managed Services, parts and labour included. (*)
- **Level 4** – Support provided by K3 Cloud, Hosted and Managed Services, parts and labour included. (*)

*Customers can choose a support cover option that suits their business' needs. Mon-Fri 08:00 – 18:00, 24/5 or 24/7.

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