




Service Support

Christmas & New Year 2017



Date	Office Hours	Service Hours
		
Friday 22/12/17	7:30 - 17:30	Normal hours
Saturday 23/12/17	Out of hours service only*	Out of hours service only
Sunday 24/12/17	Out of hours service only*	Out of hours service only
Monday 25/12/17	Closed	Closed
Tuesday 26/12/17	Out of hours service only*	Out of hours service only
Wednesday 27/12/17	7:30 - 17:30	Normal hours
Thursday 28/12/17	7:30 - 17:30	Normal hours
Friday 29/12/17	7:30 - 17:30	Normal hours
Saturday 30/12/17	Out of hours service only*	Out of hours service only
Sunday 31/12/17	Out of hours service only*	Out of hours service only
Monday 01/01/18	Emergency service*	Emergency service
Tuesday 02/01/18	7:30 - 17:30	Normal hours

Normal hours: Serviceline engineers undertaking planned preventative maintenance and reactive

Out of hours: Reduced telephone service, engineers on standby for reactive non-working or critical calls. This service is for contract customers only unless otherwise agreed

Emergency service: Reduced engineer cover for emergency calls only i.e Walk-in / Cold-room break downs

Closed: The one day a year Serviceline is closed, with no engineers on call

*Please note that MyServiceline will be fully operational during this period however any breakdowns or calls via this service will be logged on the next working office day.

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