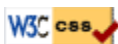


- [Products and Services](#)
- [Pinpoint's Core Values](#)
- [Newsletters](#)
- [Technical Support](#)
- [Contact](#)
- [Home](#)



Service Levels

All levels of service provide telephone help support 7 days a week during Priority Service working hours (8:45am - 5:15pm), except Christmas Day, Boxing Day and New Year's Day. Labour and Parts are included.

| | |
|------------------------------------|---|
| Priority Service (PS) | Reporting 24 hours a day, 7 days a week. Response within 15 Working hours Monday to Friday (excluding Public/Bank Holidays). |
| Priority Service Plus (PS+) | Reporting as per Priority Service. Response the very next day except for Sundays, Christmas Day, Boxing Day and New Year's Day. |
| Priority Service Star (PS*) | Reporting as per Priority Service. Response within 7 hours |

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