

The diagram features a central red circle containing the AMPCS logo and the text 'Escalation Process'. Five white boxes, each with a red circular icon, are arranged in a vertical line to the right of the central circle. Each box is connected to a corresponding numbered circle (01-05) by a thin red line. The circles are arranged in a descending staircase pattern from top-left to bottom-right. The background is white with faint grey lines and red diagonal lines in the corners.

# AMPCS Escalation Process

01

## Low Priority Events

E-Mail AMPCS / Call Office

Please call us on 01621 843354 or email UKGTN@ampcs.co.uk with your question and we aim to have an answer within 24 hours.



02

## Infracont Instrument Adjustments

E-Mail AMPCS

E-mail UKGTN@ampcs.co.uk with your calibration / bias adjustment request and we aim to have your machine updated within 1 working day.



03

## High Priority Events

Call Service Engineer Mobile

These mobile numbers are located on the AMPCS Sticker on your analyser. We will attempt to talk you through your issue and fix it remotely.



04

## Service Engineer Visit

Inside & Outside of Office Hours

If problem continues, we aim to be on site as soon as possible to resolve your issue.



05

## Network Spare

Replaement Instrument

If we are unable to fix your analyser on site, we have the option of a network spare until your Infracont is up and running.

