



Service & Spare Parts Department Christmas & New Year Cover 2020

The SF UK Engineering Service & Spare Parts Department will be here to support you over the following days this Christmas & New Year period:

Date	Service Support	Spare Parts Support
Wednesday 23rd December	Service as Normal	Service as Normal
Thursday 24th December	Phone & Email Support* Up to 12:00 Noon Only	Last order to be processed at 12pm. All order requests received after this time will only be processed on the 4th of January
Friday 25th December	Closed	Closed
Saturday 26th December	Closed	Closed
Sunday 27th December	Closed	Closed
Monday 28th December	Closed	Closed
Tuesday 29th December	Email Support**	Closed
Wednesday 30th December	Email Support**	Closed
Thursday 31st December	Email Support*** Up to 12:00 Noon	Closed
Friday 1st January	Closed	Closed
Saturday 2nd January	Closed	Closed
Sunday 3rd January	Closed	Closed
Monday 04th January	Service Resumes as Normal	Service Resumes as Normal

Notes:

* Phone support available up until 12:00 noon (9am - 12pm). Call back available

** Email support available during office hours (9am to 5pm). Call back available

*** Phone support available during office hours (9am to 12pm). Call back available.

For any support requests during the Christmas Period, please email us your enquiry to

servicesuk@sfengineering.co.uk

Please note, Engineer availability will be limited over the shutdown period and priority will be given to customers who have a current Service Level Agreement in place.