



RVM Vendors Opening Hours - Christmas

Vendor	Support
Tomra	<p>Support phone number: 01 576 8500 Support Email: help.ie@tomra.com Our Customer Care team is available for remote support 8am-8pm (7 days a week). Our SLA for technician response time is 8 hours from logged call out, between 8am-8pm 7 days a week. CC staffing during the holidays (Christmas and new year): Dec 24 - 8am to 8pm Dec 25 - closed Dec 26 - 12pm to 8pm Dec 31 - 8am to 8pm Jan 1 - 8am to 8pm</p>
RVM Systems	<p>All service call are handled in the following process: 1) Email iesupport@rvmsystems.com 2) Phone : +353 (0)1 485 3646 and select option 1 for engineer, if the 1st engineer is busy a voice message will confirm you are being transferred to a mobile, (customer will get auto text to confirm they can email) if busy will be transferred to a 2nd mobile. (a) remote access to RVM Systems assistance will be available within 6 support hours from the time a fault with an RVM is logged with its service desk; Remote Support Hours: Monday – Friday, 9.00 to 18:00 Saturday 10.00 – 14:00 Sunday and holidays, no cover (b) onsite assistance will be provided within 48 support hours from the time a fault with an RVM is logged with its service desk. OnSite Support Hours: Monday – Friday, 10.00 – 18:00 Saturday, 10.00 – 14:00 Sunday and holidays, no cover. Please note: Closed Christmas Day & Stephens Day, no support is available. Limited Remote support available on New Years day.</p>
Sielaff	<p>Sielaff Service Support servicesupport@sielaff.co.uk Service-Hotline: 1800 300 157 Support calls are manned 7 days per week 8-10pm & weekends 8-6pm. if it is determined that an engineer is required to attend the machine i.e. the machine issue couldn't be resolved remotely in the service call the following are the support SLAs:- CLASS 1 : machine out of order: 8 hours during opening hours (8am-5pm over 7 days) from time of call log to achieve resolution fix, not accounting for user errors- CLASS 2 : machine error not effecting returns: 21 hours during opening hours (8am-5pm , over 7 days) to achieve resolution fix, not accounting for user errors. As per Retailer support SLAs. Closed Christmas day only.</p>
Envipco / Sensi	<p>Our support number is: 01 524 1249. It is printed on a large sticker on the inside of the door in every installed RVM. This number is a 24 x 7 helpdesk, who pass on any call to our 2 x on call service engineers 7 days a week. Also there is email support: serviceireland@envipco.com 8am until 10pm. (except Christmas Day.)</p>
EcoVend	<p>EcoVend Customer Service Email: support@ecovend.com Direct Line: +44 1992 765250 Working Hours : Monday to Friday 08:00-17:00 On Call – phone call redirected to mailbox with target to call back within 60 min Ø Monday to Friday – 17:00-21:00 Ø Weekend: 08:00-20:00 Including Christmas day.</p>