

SERVICE & MAINTENANCE PROCEDURES

Regular preventative maintenance will help to extend the useful life of your system and will improve reliability. During each standard Bronze service we will perform the following work:

- System Audit
 - o Update our records of the equipment, its condition and system usage levels
 - o Take photographs of the equipment to aid remote diagnosis of problems

- Safety Review
 - o Carry out a survey to highlight any areas of concern and offer appropriate recommendations for improvement
 - o Check safety stickers displayed

- PREVENTATIVE MAINTENANCE (according to nature of system and items within scope of the maintenance agreement)
 - o Check general operation of system
 - o Assess condition of driveway
 - o Inspect structural state of gate support
 - o Inspect cable ducts and access where possible
 - o Inspect condition of gates
 - o Check gate alignment and ground clearance
 - o Inspect general condition of hinges, gate stops and other gate furniture
 - o Grease hinges
 - o Inspect operators for condition, damage, wear etc.
 - o Check operator fixings, brackets and geometry
 - o Assess performance of operators and clutch settings
 - o Bleed and top-up oil
 - o Pressure test and adjustment – open and close
 - o Check manual release and locking performance
 - o Check protection of electrical connections to operators
 - o Assess system usage levels
 - o Assess Logic, Run, Pause, Leaf Delay and Over-run times
 - o Carry out electrical inspection and earth insulation test on motors and their cables
 - o Inspect isolation and protection of mains power supply
 - o Check if RCD is present
 - o Check electrical connections, terminations and protection
 - o Check earthing termination
 - o Check condition and operation of all control equipment
 - o Check sealing of control box
 - o Check sealing of Audio Link, photocells and other control equipment
 - o Clean Audio Entry panel
 - o Clean out foundation boxes and check drainage for undergate operators
 - o Check and if required, change batteries on Safety Edge and Photocell Transmitters
 - o Highlight any areas of concern and provide appropriate recommendations
 - o Check, affix and date service sticker

Some additional procedures will be carried out for specific items:

- Lift Barriers – Check barrier fixing plate, barrier box, beam, skirt and end support
- Rising Bollards – In line with manufacturer's recommendations, during the first service in any year, the bollard will be completely removed for inspection, cleaning, lubricating and oil checks. For health and safety compliance this requires 2 engineers with appropriate lifting gear.
- Garage Doors – Check door balance, condition of fixings, frame, springs, door lifting gear and operator
- Roller Shutters – operation, condition and fixings for shutter curtain, lathes, end locks, bottom rail, guide channel, guide stops, chain keeps, gearing, barrels, safety brake, coil casing, motor drive, manual over-ride and limits.
- Telguard Systems – supply and function testing, line and control testing, internal inspection, levelling adjustment
- Video / CCTV Systems – checking, testing and adjustment of cameras
- PC Controlled Access Systems – software upgrades

IMPORTANT NOTES:

1/ In response to the **Health & Safety Executive's** most recent Safety Notices our Risk Survey, carried out as part of each set service call, has been enhanced and recommendations for additional safety may follow. We would like to emphasise that it remains the owner/managing agent's responsibility to carry out regular Health & Safety Risk Assessments on all power operated systems.

2/ Important Notice: Gate-a-Mation Ltd will not accept any consequential liability, or responsibility, either directly or indirectly, for any injury or claim, howsoever arising, as a result of the customer's failure to carry out the safety recommendations made by Gate-a-Mation Ltd or agent of same.

3/ It is to be noted that the reliability and life expectancy of under-gate operators may be compromised through inadequate drainage/flooding of the operator foundation box. Manufacturer's warranties and, consequentially, our maintenance **contracts** are in jeopardy if the operator is immersed in water for more than the manufacturer's allowed time (as little as 30 minutes at a time). It is therefore important to ensure that all soak-aways perform adequately under the most severe weather conditions and are regularly tested. Our service engineer will check for any subterranean water ingress into the foundation boxes during his service visit and drain accordingly, as is reasonably possible; recommendations will be made as necessary. However, it remains the client's responsibility to ensure that any soak-away be maintained to ensure effective water clearance. Any drainage work requested and undertaken by Gate-A-Mation Limited in this regard will be chargeable, extra over to any maintenance agreement.

4/ For multi-user audio / video entry systems only the equipment within the gate area is covered, unless specifically detailed other wise, or covered under separate agreement.

5/ Withdrawal of Manufacturer Support

From time-to-time a manufacturer may withdraw support for equipment covered by a maintenance agreement. This could mean that an upgrade would be required in the event of equipment failure. In such circumstances we would provide an upgrade proposal with prices discounted according to agreement level.