

## **Automatic Gates Barriers and Doors**

### **Specification for systems maintenance**

The aim of any maintenance agreement is to ensure the reliable and effective operation of a system, relative to which function it has been designed to perform.

Also to recognise and report on any changes, repairs or modifications relative to its performance and effectiveness to the customer.

#### **REQUIREMENTS OF THE CONTRACTOR**

- Each system is to be identified individually in all forms of correspondence.
- Every system is to be inspected with records made as to the identity of each item and its source of supply.
- The contractor must ensure replacement of any item on any system using equally as good or better products.
- Within reason it is the responsibility of the contractor to ensure any item replaced on a system is done so without risk of further failure of said item directly or indirectly.
- Every effort by the contractor to respond quickly to a request to visit site must be made with effective attendance assured within two working days.
- Chargeable items must be valued at no more than the manufacturers listed values and associated carriage charges.
- Legitimate labour rates must be agreed with evidence provided upon request to the customer upholding any said charge IE Datatrack or similar.
- Attendance charges may allow travel to site only but not away from site, nor will mileage or other such charges be accepted.
- Service exchange items must be made available as an option with all items whose individual value exceeds £400.
- All engineers attending site must have an operational means of communication with their technical department or assistance support team.

- The contractors technical support department must be able to prove competence and be able to gain immediate backup from all manufacturers of items installed.
- Each engineer must be qualified at the work he or she is undertaking and able to certify this upon request.
- Each site visit is to be logged and corresponding paperwork raised identifying all works undertaken, all labour incurred, all items used and recommendations or other such notes.
- System files must be raised and held on record at the contractors premises, on each system for a period of no less then two years beyond the expiry date of any said agreement or works undertaken / repaired.
- All important information relating to a system must be forwarded in writing to the customer as soon as possible.
- A predetermined number of programmed service calls must be agreed on each system at point of sale of said agreement with additional site visits uncharged other than calls made due to repairs or faults outside of the agreement.
- Each programmed service call is to include; On site servicing, Testing, Inspection of items and cross reference to records held, System check, Run times test, Pressure adjustment and Safety Testing, Statutory electrical inspection and reporting back to the customer accordingly.
- Any safety issues in respect of the working performance of a system must be brought to the attention of the customer as a matter of priority.
- Any system found in a dangerous state must be made safe or turned off accordingly, with the customer informed immediately.
- Manned response to all service call requests of any type must be forthcoming during normal office hours, backed up by an answer service, with return telephone calls assured within 2hrs of the next working day.