

Chapter Twenty:

SYSTEM HAND OVER & CUSTOMER / USER TRAINING

Every new or upgraded system should be commissioned or handed over, with the customer, or their agent and / or the users present (where practical to do so). A full explanation with instruction should be given in respect to the correct use of all controls and equipment, including the proper use of any manual override or release.

A focus on any dangers in operation or safety risk should be given, highlighting any area of potential concern or likely consideration subject to change of use or future use / environment / landscaping etc.

A user guide should be handed over for customer reference and instruction that includes regular checks and visual inspection of all of the controls and equipment installed, as well as anything causing obstruction or hindrance to the performance of the system.

Basic and simple system care advice should be explained and a clear guide to the accessing of after sales support and service.



TYPICAL HAND OVER DETAILS

System address and location

Instructions for use, Manual release instruction & System details

Maintenance and servicing plans 'The schedule'

Check lists, Programming record, Declaration of conformity

New owner support doc

Typical Manufacturer records, to include copies of all the above, plus:

Photographic records

Test/matrix report

System report up-date

Complete history of events and communications

Recommendations and account management

Performance report

WHAT LABELLING & SIGNAGE IS REQUIRED

Every system should be uniquely identifiable by individual labelling so that clarification of the system can be clearly agreed to all parties.

Contact details of the current maintainer/service provider should be readily accessible on site, for every system.

Warning labels should be clearly affixed at all areas of risk to users and bystanders.

Instruction/name plaques should be clearly visible and adequate in form, for all users throughout the expected periods of use (day/day & night). They should be positioned in a suitable, safe location away from potential harm.

Adequate signage is often required to give users information or warning and should be a consideration within the system design according to system type, location and user needs.

Please take care and if practical to do so, avoid fitting signage to open-design gates as this can add to wind resistance and affect the performance of the operators and system.

