

Affordable Safety – Choose the plan to suit your budget

AFTERSALES SERVICE ENHANCEMENT CONTRACT OPTIONS				
	Warranty	3 Star	4 Star	5 Star
Target response to site	1 day	1 day	12hrs	8hrs
Normal hours cover	Yes	Yes	Yes	Yes
Out of hours cover	No	No	No	Yes
Labour-Normal Working Hours				
Call out fee (normally £30-£55)	Incl.	Incl.	Incl.	Incl.
All hours on site (per hour)	Incl.	£56	Incl.	Incl.
Site attendance travel (per mile)	Incl.	0.68	Incl.	Incl.
Telephone Technical Support	Yes	Yes	Yes	Yes
Remote Up date (if applicable)	No	No	Yes	Yes
Parts				
Return to base warranty	Yes	N/A	No	No
Free temporary loan equipment	No	No	Yes	Yes
Replacement parts	Incl.	No	No	Incl.
Safety/Preventive Maintenance				
Maintenance services per year	0	1	1 min.	2 min.
Safety inspections & Force tests	0	1	1 min.	2 min.
Price guide (basic charge per system)†				
During first year following installation:	FOC	£220	£490	£957.50
12 – 36 months after installation:	N/A	£220	£760	£1,332.50

3 Star - Pay As You Go

Servicing and safety testing to BS-EN12543 by appointment

The Atlas 3 Star Pay-as-You-Go option provides cover between 9.00am on Monday to 5.00pm on Friday with a next-day target response time and one preventive maintenance visit per annum. No call out charges are applicable but all labour and replacement parts costs are chargeable.

4 Star Support

Improved response times

Worry-free programmed servicing

Regular safety inspection and testing to BS-EN12543

Provides attendance between 9.00am Monday to 5.00pm Friday with a 12 hour target response time. The annual fee covers the appropriate number of preventive maintenance visits per annum and a written report is provided of force test and safety check results. All labour and call out charges are included. (Only parts and materials, if required, are chargeable).

5 Star Support

Improved response times

24/7 attendance cover

Extended guarantee

Worry-free programmed maintenance and servicing

Regular safety inspection and testing to BS-EN12543

Provides emergency attendance 24/7, 365 days a year with a 12 hour target response time. The annual fee covers all labour and call out charges as well as parts and materials required to complete any necessary repairs (other than repairs due to vandalism or abuse which you should insure against), together with the optimum number of preventive maintenance visits per annum. A written report is provided of force test and safety check results.

Safety Test – Automatic Gate/Barrier Force Testing

The Atlas force test is offered on an annual or biennial basis to ensure that the forces an automatic system exerts fall within prescribed guidelines. A force test gauge, calibrated to BSI-EN12543 is used to perform these tests.

Management of Contracts

The manufacturers of your equipment recommend a number of services per 12-month period based upon intensity of use. These will be specific to your installation and will be evenly spaced throughout the year. Upon placement of a contract our Service Manager and his team will be informed or make themselves aware of the contract, its specific details, its terms and conditions and the on-site arrangements, including Health & Safety details.

The Service Manager will make contact with you to introduce himself or herself and explain the procedures of the service desk.

Regular hassle-free service visits

Maintenance visits will be carried out at prescribed intervals throughout the year. You will be contacted in advance by our Service Manager to agree a convenient time and no further action is required from you.

Breakdown callouts

In the unlikely event of a breakdown, your call will be routed to our Service Manager who is well placed to provide initial advice. If an attendance is required, it will be logged and a reference number allocated along with the estimated time of engineer's arrival. The reference number will allow you or your representative to track with our service desk all information relating to that visit.

The service desk will allocate your attendance request to the nearest engineer familiar with your site, at the same time advising our Technical Support Department who will provide appropriate site and service information whilst the service engineer is on route to site.

On arrival at site our service engineer will log his time of arrival with the service desk. The engineer will then make his presence known to the client's representative on site and proceed with the rectification of the breakdown. A written safety report notifying condition of the equipment will be submitted to you or your representative following completion of each maintenance visit or repair.

No extra costs

Note that no emergency callout charges are applied in respect of an unlimited number of site attendance's throughout the period covered, even if caused by vandal damage. Only labour and mileage are charged, and that could save you up to £55.00 each time. Our 5 Star service eliminates all charges completely. A written safety report, notifying condition of the equipment, is provided following completion of each maintenance visit.

Qualified engineers

Our teams of experienced access automation and security service engineers are equipped with fully fitted transporter vans carrying a range of spares to allow first fix whenever possible. They are backed up by an office based support team with access to manufacturer's up-to-the-minute guidance and data. We provide a continuous training program for our engineers and installers to ensure that all our systems meet the current Health & Safety legislation code BSI-EN12543.

What to do next

If you wish to take up the option of regular maintenance visits please contact our service department on 01753 696166. Our Service Manager will arrange for a survey following which the equipment will be entered onto our maintenance contract system to automatically make a routine visit to you when each service becomes due.

Should you wish to stabilise your maintenance costs following expiry of the warranty period, you are welcome to take advantage of our forward plan scheme which maintains the annual service price **for three years**. Note that if additional equipment is added to the system within the period, the contract will be reviewed and extra costs, if any, may be added to the price.

If you have any questions you wish to ask, please do not hesitate to call – we will be happy to respond.

Key benefits

Planned Expenditure -

Help control your Facilities Budget with one maintenance payment every three years and avoid unexpected bills. (For any repairs not covered by warranty.)

Peace of Mind -

Ensure safety and protect against accident claims with written evidence that you (your organisation) meets the statutory obligations imposed by H & S legislation.

Privileged Status -

Your emergency breakdown calls get priority and no callout charges are applied. Gain 24/7 priority response in the event of a breakdown with 5 star service.

Prolonged Life -

Regular maintenance reduces depreciation, protecting your investment for years to come and reducing the possibility of premature failure

Troublefree -

Optimise performance and security and avoid loss of use through neglect.

Confidence -

We hold approvals for all the leading manufacturers— and tributes from schools, police, hospitals, celebrities, public bodies, businesses, etc.

Notes:

†*London weighting/distance supplements may apply.*

Contracts are subject to our trading T&C.

Usual exclusions apply.

Exclusions and Exceptions

Consumable items such as replacement batteries for remote control units, pass cards, and lamp bulbs are excluded from cover.

Inspection or testing of any supporting or interfacing structures, groundworks, and any connecting wires or cables external to the installation (if not part of our original installation) are all excluded from cover.

All external finishes, paint work, plastic or metal trim of any description or signs and badges are not covered.

3 Star, Pay as you go contracts exclude the cost of repairs to the installation (unless covered by warranty). Pay as you go contracts do not cover loan equipment.

4 Star contracts exclude the cost of any parts that may be required (unless covered by warranty).

Atlas Group reserves the right to supply loan equipment that is of similar but not exact specification to the equipment that is being returned for repair.

Atlas Group reserves the right to use "service spares" to replace and maintain the systems you have on site and will guarantee the system is operational. The contract does not guarantee replacement with new equipment.

Payment terms are quoted annually in advance by default. If variations are required please enquire further.

In the context of normal service, hours covered are: Monday-Friday, 8am-5:00pm, excluding Bank Holidays. 24/7 cover provides a continuous service, even during Bank Holidays and including Christmas day.

Unless previously agreed in writing, Atlas Group terms and conditions apply without restriction or variation, following authorised signature or any signature purporting to be authorised, to the contract from the client's principal.

Prices quoted may be subject to contract review

Loss of use of the equipment or consequential loss or damage of any nature howsoever caused is specifically excluded from cover.