



GATE AUTOMATION SOLUTIONS LTD

SERVICE AND MAINTENANCE PRICES JULY 2014

We offer a selection of services to meet your requirements. Prices vary according to distance and the amount of cover you require. **Area A covers a 40 mile radius** from our Burnley works, whilst **Area B covers between 40 and 80 miles**. For greater distances we will be pleased to prepare a quotation for you.
N.B. Someone must always be present when our engineer calls. Failure to do so may lead to extra costs.

PLEASE MAKE SURE THAT YOU KNOW HOW TO OPERATE THE MANUAL RELEASE SYSTEM FOR USE IN AN EMERGENCY. KEEP THE MANUAL RELEASE KEY IN A SAFE PLACE.

EMERGENCY CALL-OUTS

We will always try to be on site within a maximum of 3 working days. All systems have a manual release key and clients should be aware of how it functions in the event of an emergency.

At an emergency call-out we will not normally carry out a full service unless requested at extra cost. If it is not possible to repair the fault immediately we will quote for any extra work or parts required.

EMERGENCY CALL OUT CHARGES

Area A

£120.00 + VAT for the call out and up to one hour on site, then **£40.00 + VAT** for each additional hour.

Area B

£165.00 + VAT for the call out and up to one hour on site, then **£40.00 + VAT** for each additional hour.

STANDARD SERVICE

We can service most makes of equipment but do not carry spare parts for all of them. We can usually order parts for most of the main brands if they are needed.

A service includes:-

- * Thoroughly checking the whole automation system and adjusting where necessary
 - * Lubricating the system where required
 - * Topping up oil levels if applicable
 - * Lubricating the gate hinges
 - * Touching up minor blemishes to the paintwork on the gates
- N.B. For any colour other than black** please notify us at the time of booking your service
- * Checking batteries of 24 volt systems
 - * Test and adjust intercom/video where applicable
 - * Discussing any problems with the clients where applicable

STANDARD SERVICE CHARGES

Area A
£140.00 + VAT

Area B
£186.00 + VAT

ANNUAL SERVICE CONTRACTS

Automated gates have electrical and mechanical parts and require servicing in the same way you would service your car. A service is usually a yearly visit in domestic situations but may be required more often where there is heavy usage, such as on a shared entrance, industrial or office site. If you need advice on the requirements for your particular site we will be pleased to help.

N.B. This contract is for service work only. For breakdown cover please refer to the Maintenance Contracts Section.

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ANNUAL SERVICE CHARGES

Area A
One visit per year **£140.00 + VAT**

Area B
One visit per year **£180.00 + VAT**

MAINTENANCE CONTRACTS

For extra peace of mind, maintenance contracts include a minimum of one service per year, plus the added advantage of up to four call-outs per year which can be made without any extra charges for labour. Any parts used will be charged at list price if they are not covered by our warranty. Anyone with a maintenance contract will be given priority in an emergency.

N.B. If we are called out but no fault can be found with our equipment, a charge may be made.

MAINTENANCE CONTRACT CHARGES

Area A

One service per year **£280.00 + VAT**

Two services per year **£400.00 + VAT**

Area B

One service per year **£440.00 + VAT**

Two services per year **£560.00 + VAT**

Please note:- Service and maintenance contracts do not cover replacement parts. Any part found to be defective and not covered by our warranty will be chargeable. You will be advised of any additional charges prior to any work being carried out.

Area A ~ Up to a 40 mile radius from our works including:-

Altrincham Ilkley Manchester Stockport	Blackburn Keighley Morecambe Sale	Bradford Kirkby Lonsdale Oldham Warrington	Burnley Knuttsford Preston Wilmslow	Bolton Lancaster Rossendale	Harrogate Liverpool Skipton	Leeds Macclesfield Southport
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Area B ~ Between 40 and 80 miles radius from our works including:-

Barrow-in-Furness Darlington Rhyl	Birkenhead Derby Sheffield	Cannock Doncaster Stafford	Chester Kendal Stoke-on-Trent	Chesterfield Mansfield The Wirral	Colwyn Bay Nottingham Wrexham	Crewe Penrith
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TERMS AND CONDITIONS

- 1) Payments are due in advance unless you have a credit account with us.
- 2) Someone *must* always be available when our service engineer arrives on site, this will help to identify any problems and can save you money by saving us time. Your absence can lead to extra charges for wasted journeys if we have to return at a later date to gain access or obtain permission to fit replacement parts.
- 3) All parts used will be charged for at list price, unless covered by guarantee. Our service engineer will confirm the cost of any parts with you before fitting them, hence the necessity for someone to be in when he calls. If there is no-one available we cannot fit any parts unless written permission is left accepting the cost of any parts used. Any new parts fitted will carry a guarantee.
- 4) Standard service is a one-off visit, it does not cover you for any breakdowns during the rest of the year.
- 5) Any call-outs where no fault is found, where the fault is due to misuse or anything other than faulty equipment or installation, will be charged at the Emergency Call-out Rate even if still under guarantee.

Examples of call-outs where no fault was found with the equipment.

- * Gates not operating because they had been turned on to manual release.
- * Gates not operating because someone had left a large piece of metal on an exit loop.
- * Gates not operating because someone had placed an obstruction between the photocells.
- * A tripped fuse caused by a fault elsewhere on the circuit.
- * Gates not closing because someone had painted the photocell lenses.
- * One common problem, which often occurs with newly installed equipment, is where the gates do not fully open or close. This can be caused by pressing the button on the remote control for a second time before they have fully completed their sequence. Waiting for 20 seconds and then pressing the remote button again will reset the automation. N.B. There is a slight delay after the button is pressed whilst the receiver checks the signal and if the button is pressed again it will reverse the signal. Always wait at least 10 seconds before pressing the button again.

N.B. Any unauthorised person carrying out work on our installations could compromise safety and will invalidate any guarantee