

Bronze Care

Willings recognises that the initial installation of a system is only part of the picture and that after sales service and maintenance are sometimes more important.



Bronze Care

Maintenance Agreements

Whilst your equipment is manufactured and designed to meet the highest standards of reliability, no matter how good the equipment is, breakdowns can never be ruled out.



Our Bronze Care offers peace of mind to the building owner, discounted prices on any necessary parts and labour, and a commitment to attend site in the event of equipment failure within 24-48 working hours.

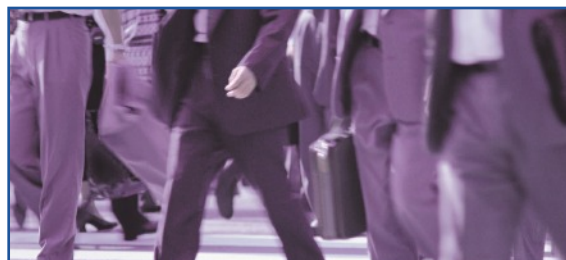
Suitable for all equipment installed throughout your estate, where a quick response is desired but not business critical.

BS7036 - States that installations such as this, should be maintained and inspected by a competent person in accordance with the manufacturer's specification.

NOTE(s)

1. More detailed requirements are given in BS EN 16005:2012, 4.2.
2. The recommended frequency of inspection given in BS EN 16005, is at least once a year.

Generally, all equipment manufacture's recommend that their products are maintained at least every six months or more depending on product and site specific conditions.



Terms and Conditions

Bronze Care (PPM) contract includes:-

- The maintenance would be carried out in accordance with manufacturers recommendations and specification.
- Inspection, adjustment, lubricate, functional test of the equipment plus cleaning of the outer cabinet.
- Any defective parts found will be recorded on a service sheet, a quotation for the parts including labour cost to fit them shall be provided to the client. Subject to the client's agreement, they will be replaced on or before the next maintenance visit.
- Emergency call-outs between Monday to Friday 8:30 am to 5:30 pm will be charged as per our schedule of rates.
- Emergency call-outs response time of 24-48 hr, starting from the time of the call being received, excluding weekends.
- If we don't have the part on the first reactive call out visit you don't pay for that visit, subject to equipment type.

Exclusions	
Physical damage, Vandalism or miss-use	Any equipment or part that is subject to physical damage, vandalism or customer miss-operation shall be chargeable including the first visit. If required, a quotation would be prepared to carry out the repair(s).
Peripherals	Our costs make no allowance for any device connected to the equipment such as, but not limited to card readers/scanners, desk top consoles, remote activation devices, push buttons, key switches etc. unless specifically specified in the quotation.
Conditions of sales	This quotation is subject to Willings Services Limited standard conditions of sale and warranty.
Payment Terms	Bronze contracts will be invoiced after each maintenance visit. Payment of the sum due shall be made on or before the end of the month following the month in which the invoice is dated.
Termination	All contracts can be terminated by the client with 1 month's written notice without any penalties.
Contract period	Minimum contract period, 6 months. First maintenance visit must be carried out within 1 month of the contract start date.

Safety Standards

BS7036 and EN16005

Did you know that BS7036 and EN16005 states that it is your responsibility to ensure your powered doors and gates comply with these standards.

You must also ensure that these standards are maintained throughout the life cycle of the equipment.



HOW TO CONTACT US

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