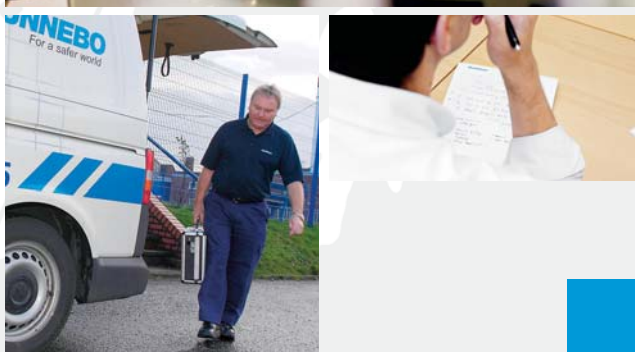




Entrance Control Service

For smooth and reliable entrance control

Entrance Control Service



Entrance Control Service

Entrance Control Service have set up a one-stop service, maintenance and parts facility for all makes and models of entrance control equipment, using in-house engineers only, on a nationwide scale. Our mobile engineering workforce is strategically situated throughout the UK to ensure that no matter where the call appears, we can meet the required response time.

With the ever increasing health and safety legislation now coming into force within the industry, all Gunnebo engineers carry the latest Health and Safety passports along with in-house competency training for all works specific to on site duties.

By carrying a comprehensive range of parts, testing and calibration equipment on-board each one of our liveried service vehicles, the company aims to provide a rapid response service for emergency breakdowns.

With the Gunnebo UK 24 hour call-out hotline, you can have the peace of mind that once you have informed us of the problem a technician will be dispatched to attend the site and provide a solution. Dependant on the agreement type in place, we will either effect repairs immediately or discuss with you the options available. This way the issues are resolved with minimum disruption and downtime.

Gunnebo UK pride ourselves on exceeding our customer's expectations and recognise your installation as a critical component in your sites security infrastructure. For this reason we can tailor make our contracts to meet your individual site needs. Below are our standard contract options, however, you can contact one of our trained service administrators to discuss your individual requirements.

	Option 1 (Bronze) All equip	Option 2 (Silver)All equip	Option 3 (Gold)All equip	Option 4 (Platinum)All equip
24-hour service line	Y	Y	Y	Y
Site attendance options	4hr, 8hr, 24hr, 48hr	4hr, 8hr, 24hr, 48hr	4hr, 8hr, 24hr, 48hr	4hr, 24/7, 365 days
Scheduled service(s)	Y	Y	Y	Y
Call-outs	Y	Y	Y	Y
Onsite labour included	Not included	Y	Y	Y
Travel to site included	Not included	Y	Y	Y
Parts included	Not included	Not included	Y	Y
Return visits included	Not included	Y	Y	Y
Outside normal hours	Not included	Not included	Not included	Y
4hr 24/7 365 option available	Not included	Y	Y	Y

Maintenance Contract Cover Details

Options are priced for 24/48 hours response time to site (or best endeavour). We can also offer alternative response times to suit your needs, please contact the Maintenance Sales Administrator on 01825 746101 for further details. All costs exclusive of VAT.

Option 1 - Preventative Cover

This cover includes two preventative maintenance visits.

During each visit: -

- The control mechanisms are stripped and rebuilt
- Replacement of any worn components where necessary (parts chargeable)
- Logical controls are monitored for performance
- Power supply units are checked for outputs
- All bearings are checked and lubricated where necessary
- Preferential labour rates for any requests for site attendance or fault call-outs

Option 2 – Comprehensive Cover

This includes the cover described in Option 1 but also allows for any number of visits to site during the contract period to attend to faults on equipment covered. Visits outside the contract parameters are charged at the preferential labour rate. Any parts used are chargeable at the current list price.

Option 3 – Fully Comprehensive

This includes the cover as described in Option 2, but also covers the costs of any parts used.

Option 4 – Fully Comprehensive

Platinum contract as above but includes 4hr response 24/7 365.

Preferential Labour Rates	Costs
Monday to Friday, 8:00am – 5:00pm	£34.00 per hour
Outside of Normal Weekday Working hours (Mon-Fri, 8:00am – 5:00pm) & Saturdays	£62.00 per hour
Sundays & Bank Holiday, 8:00am – 5:00pm	£80.00 per hour

Please note: Any visit to repair a fault which is the result of deliberate vandalism is deemed to be fully chargeable. All prices quoted were correct at time of print.

WARRANTY COVER

Extent of Warranty Cover

Under our standard Gunnebo UK warranty, we offer a 24hr response within normal working hours for a period of 12 months (Monday – Friday, 09:00 – 17:30, excluding weekends and Bank Holidays). Calls can be logged outside normal working hours, and the response time will begin from 09:00 on the next working day. In the event of any parts requiring replacement at any time during the 12 months, this will also of course be undertaken under the cover of the contract. However, any visit to site to repair a fault which is the result of deliberate vandalism or misuse will be fully chargeable.

The warranty period may be tailored to suit your individual needs; a 4hr or 4hr 24/7 365 days response is available as a cost option.

For service call-outs: **Tel: 01825 746101**
Email: service.uk@gunnebo.com



For further information, please contact:

Gunnebo UK Limited, PO Box 61, Woden Road,
Wolverhampton WV10 0BY, United Kingdom

Phone: +44 (0) 1902 455111 Fax: +44 (0) 1902 351961

Email: marketing.uk@gunnebo.com

Website: www.gunnebo.co.uk

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