



Complete solution **Total control**

# Solutions and Packages

Complete security solutions, from consultation to installation

## Service and Maintenance Packages

Magenta Package for Customers with Multi Sites	Blue Package for Customers with Single or Multi Sites	White Package for Customers with Single Sites
High traffic flow and reliability maintenance needs.	Steady to high traffic flow and reliability maintenance needs	Low to steady traffic flow and reliability maintenance needs
PRIORITY emergency call outs in case of emergency repair / blocking / interruptions	PRIORITY emergency call outs in case of emergency repair / blocking / interruptions	Emergency Call Outs
Account Manager assigned	Account Manager assigned	Managed from Head Office
Customer Management System	Customer Management System	CRM System
Spare Parts list and stocking facility	Not Available	Not Available
Up to 4 Working Hour Response Time 24 Hours 7 Days a Week	Up to 8 Working Hour Response Time 24 Hours 7 Days a Week	Up to 24 Working Hour Response Time - Monday to Friday Only
Operating reliability is very important	Operating reliability is important	Operating reliability is important
Breakdown can cause very serious problems	Breakdown can cause serious problems	Breakdown can cause problems
All call out / site labour & travel costs Monday to Friday from 8am to 5.00pm inclusive of one hour site time. Additional time on site will be charged at the applicable hourly rate.	All call out / site labour & travel costs Monday to Friday from 8am to 5.00pm inclusive of one hour site time. Additional time on site will be charged at the applicable hourly rate.	Not Available
<b>Available on all Packages:</b> Advise on safety requirements Preventative maintenance visits to prevent costly and unexpected breakdowns and prolonged lifetime Conduct a full service and preventative maintenance safety inspection of all equipment at agreed service intervals Detailed service & maintenance report at each service intervention Our bespoke database system holds all your product and site information to save you unnecessary call out visits Vehicle tracking system ensures full accountability Our Service Supervisor carries out random and planned site visits to ensure high standards of work are maintained An experienced engineer is available to take your call and help solve your problem saving you down time and call out charges Maintenance packages are available on a Quarterly, Biannual, Annual, Biennial, 3 and 5 year basis and tailored to your specific needs.		



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## Service and Maintenance Solutions



Security Solutions Service and Maintenance team realises its customers are all individuals with differing requirements. We have designed both financial and maintenance packages to suit any circumstance enabling you to clearly define your annual maintenance budget.

There are three types of service and maintenance packages available as well as emergency call out cover for non contracted customers which cover and are not limited to the following equipment:-  
Barriers, Turnstiles, Blockers, Bollards, Gates & Fencing, Access Control

### Why Choose Security Solutions for your Service and Maintenance needs?

1. The flexibility of choosing from three alternative tailored packages: Magenta, Blue and White (see over page)
2. Free site survey and quotation
3. Fast, reliable and professional service
4. One supplier and one 'point of contact' for all your service needs
5. 24/7 customer service call centre with guaranteed response time
6. Professional site engineers with fully equipped service vehicles
7. Scheduled maintenance ensures minimal risk of unplanned breakdowns and unexpected costs as we can advise when parts show signs of wear and tear
8. Safety parts are regularly checked, reducing your risk of accidents thus ensuring health and safety regulation requirements for workplaces are fulfilled and maintained
9. CHAS, Safe Contractor, Constructonline, DHF Powered Gate Group and ISO-9001 Accredited Company
10. Maintain security and safety of both your site and your personnel

### Our Products & Services

**Barriers**

**Blockers & Bollards**

**Turnstiles**

**Gates & Fencing**

**Access Control**

**Service & Maintenance**

**Project Management**

Security Solutions  
Phoenix House, 7 Riverside  
Waters Meeting Road,  
Bolton BL1 8TU

### Questions to think about

1. How many times does your access equipment operate per day ?
2. How many days per year is your access equipment in use ?
3. How essential is each single item of access equipment in your operation ?
4. When your access equipment malfunctions does it become a serious issue in your day to day operations and/or site security ?
5. Would it be beneficial to predict beforehand the annual running costs of your access equipment ?

### Health & Safety Requirements

In accordance with the supply of machinery (safety) regulations 1992, it is a requirement that the end user/customer of all industrial and automated systems shall establish a full documented maintenance regime in accordance with the manufacturers recommendations. It is also a requirement of British Standards (BS12453) that a biannual service of safety systems be carried out by a competent body.

### Contract Exclusions:

1. All spare parts or components used to restore the equipment to the required operational standard will be charged at the rate applicable at the time.
2. All labour & travel costs other than contracted visits.
3. All repairs resulting from vandalism, misuse, customer error, or accidental damages (e.g. Vehicle impact) will be charged for at the applicable 'Call Out' rate.