



Your Address here

Fort Knox Security Ltd

Tollhurst Farm,

Blackham

Tunbridge Wells, Kent.

TN3 9UB

Tel/Fax: 01892 740839

Email: sales@fortknoxsecurity.ltd.uk

www.fortknoxsecurity.ltd.uk

Thursday, 13 March 2008

Dear customer

Maintenance service for automatic gates

Although our equipment is very reliable; it does have to withstand extreme and adverse weather conditions. These conditions will over a period of time, take their toll on the reliability of the system and if damage is not caught at an early stage, could prove to be expensive. Like a car, or any mechanical equipment, regular servicing will extend its life and ensure trouble free and efficient working.

Advantages

As a *service customer*, we would not expect you to have problems but should this occur (possibly due to an accident) we would make every endeavour to come out to you *within 36 hours*. Contract holders receive service priority and in addition receive a *10% discount* on any parts not already covered by the contract. We will hold your details on file and automatically arrange your next visit, which we will confirm before attending.

We have outlined our standard 10-point plan; this is the basis of both of our service programmes. This plan is designed to give thorough checks, covering every aspect of operation. When carried out at suitable intervals the 10 point plan will:

- Ensure the maximum possible working life of the equipment
- Prevent problems before they arise
- Ensure continual security and safety
- Entitle you to a 10% discount on parts not covered

We offer two types of service-

The Silver Service contract - designed to give the system its maximum life

- The standard 10 point plan
- Written reports and estimates for repair work on damaged or worn parts
- A 10% discount on all parts not covered

The Gold Service Contract - designed to significantly extend the life of the system

- The standard 10 point plan
- Next working day call out
- Free replacement of all worn parts
- A 10% discount on all parts not covered e.g. upgrades, accident damage

Costs of services are calculated on an individual basis. Shown on the contract are the prices for your equipment covering material and labour costs. We have also recommended the intervals at which the services should be carried out.

Both types of contract are subject to service contract general conditions, which are attached, and we ask you to read them before you sign. If you have any queries regarding any aspect of servicing, please do not hesitate to ask.

Yours sincerely

Steve Barden (Service Director)

PS. Should you require additional key fobs, please call for a quotation.

The ten point plan

- 1) **Oil change**
Where relevant, we will drain out and dispose of the old dirty oil and replace it with the manufacturers specified oil.
- 2) **Gaskets and seals**
We will check and replace all worn out and damaged seals and gaskets.
- 3) **Check and clean internals**
We will check inside the operators for dirt and water ingress and clean as necessary.
- 4) **Hydraulic pressures**
We will check and adjust the hydraulic or electro-tensional forces of the gates to within EU standards.
- 5) **Insulation test**
Using specialist equipment we test the isolative properties of all the cables, motor windings, induction loops and power supplies.
- 6) **Connections**
We check and remake any electrical connections that need it.
- 7) **Re-seal**
All exposed boxes and panels will have sealant replaced.
- 8) **Locks and stops**
We test and adjust all lock mechanisms and gate stops. We can provide keys and zappers and change key-pad codes.
- 9) **Gates and hinges**
Where adjustable hinges are fitted we will re-align the gates and in any case oil or grease where suitable.
- 10) **Clean up**
We clean up and leave the operators looking good and working well.

Service contract terms and conditions

- a) *Fort Knox* will attend site at required intervals to carry out required service work to the system as per the *Fort Knox 10 point plan*.
- b) Under the *Gold Service* contract, all included equipment that should become defective through fair wear and tear will be replaced, free of charge.
- c) Under the *Silver Service* contract, gaskets and seals in the pump unit only will be replaced free of charge.
- d) The customer shall permit access and provide such facilities and equipment as *Fort Knox* may reasonably require for the purpose of rectifying defects or maintaining equipment i.e. keys, remote controls, access to power isolators/supplies etc
- e) The owner shall ensure that while *Fort Knox* is on site they shall not be exposed to risks to their health and safety.
- f) No contract covers defect or damage being caused by; fire, lightening, flood, water or frost or neglect, acts of omission, vandalism, tamper or impact, insects or animals, subsidence of gate hanging method or roadway, badly or wrongly installed equipment (where not installed by *Fort Knox*) or induction loops effected by deterioration or movement of a road surface. In this case the cost of repair shall be born by the owner. Nor will any contract cover damage or defect caused by failure to act on advice given by *Fort Knox*. *Fort Knox* shall report any such findings to the owner or agent for authorisation for repairs. All necessary work must be completed so as not to invalidate any recourse. In this case work will be charged at our current rate with a 10% discount off list price on parts.
- g) It is the responsibility of the owner to inform *Fort Knox* of any deterioration, anomalies and defects or malfunctions so that they may be acted on before the problem worsens.
- h) *Fort Knox* reserves the right to decline renewal of service contract. Either party may terminate this agreement by giving one month's written notice.
- i) No contract covers equipment where replacement parts are no longer available or equipment that has reached the end of its working life and maintenance is no longer viable.
- j) Video cameras and monitor tubes are not covered.
- k) *Fort Knox* reserve the right to use reconditioned and second hand parts in good condition and of the same type to repair or replace any parts covered by the contract. Where parts or whole units are replaced by *Fort Knox*, the old unit becomes the property of *Fort Knox*, to be disposed of or reconditioned.
- l) Next working day call outs shall be considered only when the request has been received before 4pm. Working days are Monday to Friday 9am to 5pm, excluding bank and public holidays. Call out requests received after 4pm or requests for same day or within 12 hours will incur an additional cost at the current rate. Call outs are tended to on a first come first serve basis. *Fort Knox* will endeavour, but cannot guarantee attendance if other call outs are being attended.
- m) These conditions are additional to our standard terms and conditions for payment etc..

Automated gates - Barriers - Access Control - CCTV

Service Department
Fort Knox Security Ltd
Tollhurst Farm
Blackham Tunbridge Wells
Kent TN3 9UB



Fort Knox Security Ltd
Tollhurst Farm,
Blackham
Tunbridge Wells, Kent.
TN3 9UB
Tel/Fax: 01892 740839
Email: sales@fortknoxsecurity.ltd.uk
www.fortknoxsecurity.ltd.uk

The Service Agreement

Date: 13 March 2008

Having assessed the equipment and taking into account the age and condition and age at the above address, We are able to offer to you a

Silver Service Contract at a cost of £ Average cost £140-£195 +vat

Gold Service Contract at a cost of £ Average cost £280-£520 +vat

Considering the amount or use and duty ratings of the equipment and in accordance with the manufacturer's recommendations we recommend servicing this system at 12 monthly intervals. The first visit to be agreed on receipt of payment.

The equipment to be covered is: Automation

I have read and understood and agree to the general conditions of the agreement offered to me and would like a (please tick) **Gold Service**.... **Silver Service**...

Signed..... Date.....

Print name.....

Please sign and return the form to our Tollhurst Farm office

Payment terms: Per interval, on or before date of visit/s or Bank standing order.

Name & Address
Mr/s Customer...
.....