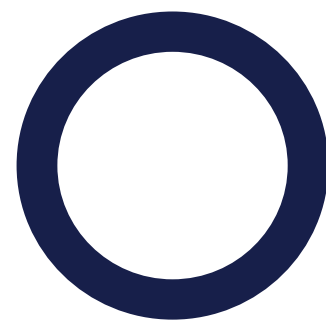
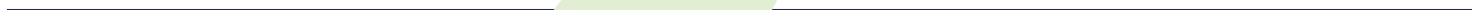


entryphone®



entryphone service





Our Charges

Whether you buy or rent a system from us, our service engineers are always available to meet your service and maintenance needs. Customers with rental agreements, annual contracts, or within their guarantee period enjoy fully inclusive service. We also offer service on an ad hoc basis, with rates outlined below.

	Rental*, Annual Contract or Guarantee	Non-contract
Fault and wear-and-tear repairs		
Call-out charge	Included	£80 plus VAT (£96)
Labour charge	Included	£25 plus VAT (£30) per quarter hour
Parts	Included	At web published retail price

Additional equipment and service not covered by contract

Call-out charge	£0	£80 plus VAT (£96)
Labour charge	£25 plus VAT (£30) per quarter hour	£25 plus VAT (£30) per quarter hour
Parts	At web published retail price	At web published retail price
Fixed price additions and upgrades	YES	NO
Accidental damage	No charge for damage value less than £30 plus VAT (£36)	Charged at normal rates

Online portal service

PinNet Fob Administration	YES	NO
TeleDial Administration	YES	NO

*Systems to serve more than four flats are available under a maintenance inclusive rental contract. The service available is as described in this leaflet but defined by the terms and conditions on the rental contract itself/

The VAT rate at the time of publication is 20%



Service

For over 65 years, we have dedicated substantial effort to establishing our maintenance service as the best available, offering competitive rates.

All our maintenance engineers are full-time employees trained by our team. Over 90% of repairs are completed within eight working hours of a fault being reported.

Since we only install and maintain our own systems, our engineers carry all necessary spare parts, ensuring that a full repair rarely requires more than one visit.

Customers can choose to access our services on a chargeable call-out basis, opt for an annual maintenance plan with a single fee, or select a maintenance-inclusive rental contract.

Guarantee

All outright sale installations come with a parts and labour guarantee, effective from the installation date until one year after the start of the next quarter (i.e., one year after January 1st, April 1st, July 1st, or October 1st, depending on the installation date). At the end of the guarantee period, customers are automatically offered the option to continue with an annual maintenance contract.

Contract Maintenance

Annual contract maintenance is available for any system we have installed, either at the end of the guarantee period or later upon request or offer. If the offer of contract maintenance is not accepted, service is available on a call-out basis.

Under contract maintenance, all parts and labour required due to fair wear and tear are included. Door panels will be exchanged free of charge if the surface finish has deteriorated (excluding special finishes), and the system will be periodically checked.

Our maintenance department will arrange site visits upon request. During each visit, the engineer will address any reported faults and perform a routine test to ensure the system is in good working order. There is no limit to the number of visits.

For additional work or repairs needed due to deliberate or accidental damage, an hourly labour rate applies, billed in quarter-hour increments. For systems under Rental, Annual Contract, or Guarantee, no call-out charge is applied.



Terms and Conditions

1. Availability of service:

Single-fee Annual Maintenance of Entryphone installations is available at the conclusion of the guarantee period, to run continuously thereafter. If there is a lapse in continuous maintenance, then it will be necessary for a re-joining service to be carried out (details in paragraph 5 below) before the system will be eligible for Annual Maintenance.

2. Hours of work:

Service is available during normal working hours, Monday to Friday (public holidays excluded). Whenever notified of a fault we will remedy it as soon as circumstances permit. This will normally be the same, or the next working day, provided that access is freely available. If an appointment is necessary this may entail a delay so that other work can be organised appropriately. Service is not normally available outside working hours, and if it is required by the customer then it will be charged as a call-out service and our call-out service rates will apply.

3. Parts:

Under annual maintenance, parts that are to be replaced due to fair wear and tear will be without charge. (This applies only to standard apparatus. Any replacements to special apparatus or special finishes will be chargeable.) Parts replaced due to accidental or deliberate damage will be charged at our current price. For systems maintained on a call-out basis all parts are charged as per our current price list.

4. Operation of equipment:

The Entryphone Company Ltd., cannot guarantee that the equipment will always function satisfactorily between service visits by an engineer, and responsibility for loss or damage due to failure of equipment consequential or otherwise is specifically excluded.

5. Re-joining service:

If in our opinion a system has been used reasonably we would carry out a full service of the installation at a tariff charge, plus any necessary parts to be replaced, plus VAT. This service will carry with it a guarantee up to the end of the following quarter date; i.e. either 1st January/ 1st April/ 1st July/ 1st October, and that guarantee period will be treated as though under Annual Maintenance.

6. Charges:

Annual Maintenance will be payable annually in advance on the nearest quarter date to joining; 1st January/ 1st April/ 1st July/ 1st October, at a tariff charge plus V.A.T. If unpaid after the due date it will be deemed to have lapsed. The rate given is subject to change.

The Entryphone Company Ltd. reserve the right to charge additionally, or refuse to maintain, in the following circumstances:

- a) If access is not available.
- b) If any apparatus is not manufactured or installed by ourselves.
- c) If calls are necessary because of:
 - i) damage.
 - ii) interruption or failure of the mains supply.
 - iii) interference with, or modifications made to the system unless authorised by us in writing.
 - iv) re-setting of time switches.
 - v) re-programming coded access systems

7. Charge rates:

Charges are given on our current rate card and are valid at date shown. Rates may change and should be confirmed before any call is arranged.

8. VAT:

Prices do not include VAT and it will be added at the appropriate rate.

9. Payment:

Payment is C.O.D. unless prior arrangements have been made.

10. Cancellation and refunds:

Annual maintenance contracts are non-refundable once the service period has commenced. Customers are not entitled to any partial refund in the event of cancellation after the start of the contract period.