



ENTRYPHONE<sup>®</sup>  
SERVICE

2018

020 8870 8635



## Our Charges

Whether you buy or rent a system from us, our service engineers are available to meet your service and maintenance requirements. Customers, under rental terms, annual contract or in their guarantee period benefit from inclusive charges. Service is also available on an ad hoc basis - our rates are set-out below.

	Rental*, Annual Contract or Guarantee	Call-out
<b><i>Fault and wear-and-tear repairs</i></b>		
Call-out charge	Included	<b>£70</b> plus VAT (£84)
Labour charge	Included	<b>£18</b> plus VAT (£21.60) per quarter hour
Parts	included	as per retail price list
<b><i>Additional equipment and service not covered by contract</i></b>		
Call-out charge	£0	£70 plus VAT (£84)
Labour charge	£18 plus VAT (£21.60) per quarter hour	£18 plus VAT (£21.60) per quarter hour
Parts	as per retail price list	as per retail price list
Fixed price additions and upgrades	YES	NO
Accidental damage	No charge for damage value less than £30 plus VAT (£36)	Charged at normal rates
<b><i>On-line portal service</i></b>		
PinNet Fob 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**

We have, over many years, invested a great deal of effort to establish our maintenance service as the best available and at very competitive rates. All our maintenance engineers are full time employees and trained by us. Over 90% of repairs are carried out well within eight working hours of a fault being reported.

As we only install and maintain our own systems our engineers carry all necessary spare parts and it is seldom that more than one visit is required to effect a full repair.

Customers can either choose to obtain our services on a chargeable call-out basis, opt for service under single fee annual maintenance or with a maintenance inclusive rental contract.

## **Guarantee**

All outright sale installations are covered by a parts and labour guarantee running from the installation date to one year after the following quarter date i.e. 1 year after either the 1st of January, April, July or October following the installation. Optional annual contract maintenance is offered automatically at the end of the guarantee period.

## **Contract Maintenance**

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

Under contract maintenance all parts and labour required due to fair wear and tear is included. Door panels will be exchanged free of charge if the surface finish has deteriorated (special finishes not included) and the system will be checked periodically.

Our maintenance department will arrange to visit a site upon request. Whenever a site is visited as well as remedying any fault that may have been reported the engineer will carry out a routine test to ensure the system is in good working order. There is no limit to the number of visits.

For additional work to a system or work required because of deliberate or accidental damage an hourly labour rate applies charged by the quarter hour or part thereof. For systems under Rental\*, Annual Contract or Guarantee no call-out charge is made.



## Terms & 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). When ever 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.

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