



SESAME ACCESS SYSTEMS – CONTRACTED SERVICE LEVEL SUMMARY

TOTAL SERVICE: £5,745.00 + VAT per annum

- 4 routine maintenance visits annually
- Call out – Monday – Sunday (6am to 11pm) including Public Holidays
- Routine maintenance visits will take place between Monday – Friday 9am – 5pm excluding Public holidays
- Onsite assistance can be guaranteed by next working day.

ENHANCED SERVICE: £3,790.00 + VAT per annum

- 3 routine maintenance visits annually
- Call out - Monday – Saturday (9am to 5pm) excluding Public Holidays
- Routine maintenance visits will take place between Monday – Friday 9am – 5pm excluding Public holidays
- Onsite assistance can be guaranteed within two days, excluding Sunday & Public Holidays.

STANDARD SERVICE: £2,295.00 + VAT per annum

- 2 routine maintenance visits annually
- Call out - Monday – Friday (9am to 5pm) excluding Public Holidays
- Routine maintenance visits will take place between Monday – Friday 9am – 5pm excluding Public holidays
- Onsite assistance can be guaranteed within three working days

TWO SINGLE SERVICE.: £1200.00 + VAT per annum (travel within 2 hours of KT14 7LF)

- 2 routine maintenance visits – Monday – Friday (9am to 5pm) excluding Public Holidays
- Includes standard replaceable parts up to the value of £50.00 + VAT only
- Call out between 9am and 5pm, Monday to Fridays charged at £250.00 for the 1st hour then £50 thereafter plus cost of parts.

TRAVEL COSTS for Services situated more than 2 hours travel from KT14 7LF – please call for quote

Where possible servicing will be organized at the same time as other locally serviced lifts to reduce the travel costs. Otherwise, the following charges will be incurred:

Additional travel time of between 2 and 5 hours: £700 + VAT per service

Additional travel time of over 5 hours on UK mainland: £1000 + VAT per service

ADDITIONAL SERVICES WHEN IN SERVICE CONTRACT

- Attendance at insurance inspection: £175.00 for 1st hour, thereafter £50.00/hr (1 engineer only)
- Saturday maintenance: £435.00 per each Saturday service
- Out of hours call out: £435.00 for 1st hour thereafter - £50.00/hr per engineer
- Additional one-off service: £600
- Replacement E Stop mailed to client: £58.00

Payment terms for Total, Enhanced, Standard and Two Single Service contracts are in advance of start of contract.

All prices subject to VAT All site visits require 2 engineers in attendance

SESAME ACCESS SYSTEMS – AD HOC SUPPORT CHARGES

SINGLE SERVICE: £850.00 + VAT (within 2 hours of KT14 7LF)

- 1 routine maintenance, Monday to Fridays (9am to 5pm) excluding bank holidays
- includes standard replaceable parts up to the value of £50.00 + VAT only

Travel costs for Services situated more than 2 hours travel from KT14 7LF – please call for quote

Additional travel time of between 2 and 5 hours £700+VAT per service

Additional travel time of over 5 hours £1000+VAT per service

ADDITIONAL SERVICES (within 2 hours of KT14 7LF)

- Call out charges between 9am and 5pm at £250.00 for the 1st hour then £95/hour/engineer thereafter
- Attendance at insurance inspection £250.00 for 1st hour attendance, thereafter £95.00/hr (1 engineer only)
- Single service on a Saturday additional charge of £435.00+VAT
- Call out Monday To Friday after 5pm, Saturdays, Sundays and bank holidays £435.00 for 1st hour thereafter - £95.00/hr per engineer
- Replacement E Stop mailed to client £58.00
- Telephone support £75 per call

All site visits require 2 engineers in attendance

All prices subject to VAT

SERVICE DETAIL BREAKDOWN

Response levels for Service contracts

Telephone support: Calls received out of office hours will be forwarded to a mobile phone with full efforts made to answer / action the call within the contracted hours.

Email support: Emails received outside of office hours will be collected, with a response made by next working day.

Included in each maintenance check:

General (to each lift)

- Check operation of system
- Check operation of emergency lower system by operating emergency lower key.
- Check operation of emergency stop switches Check scissor lift operation. Carry out the following inspection carefully
- Fully raise the scissor lift to full travel after operating maintenance keyswitch and engage safety prop
- Check pipework and fittings for leaks or damage, correct as necessary
- Check cylinder for leakage
- Check cylinder bearings and bearing pins for wear
- Check cylinder rods for damage
- Check scissor lift pipework and cabling for damage or chaffing
- Check tightness of main nuts and bolts
- Check for lubrication. Ensure that all joints between moving parts are lubricated and clean
- Before disengaging props, ensure that the scissor mechanism and roller tracks are free of obstruction
- Check hydraulic pipe work and fittings for leaks or damage. Correct as necessary
- Check drive chain and sprockets
- Check slide systems, clean as necessary
- Check limit switch positions and integrity
- Check cabling and connections
- Check battery terminals
- Check solenoid caps
- Check all E-stops operate safely

Lifts with Stairs

- Check hydraulic pipework and fittings for leaks or damage. Correct as necessary
- Clean bottom wheel runner plates
- Check tightness of main nuts and bolts

Faulty parts are covered under warranty for a period of a year after installation/replacement.

The Standard, Enhanced and Total Service contracts include call out within the stipulated hours and any subsequent repair costs including labour and parts (apart from misuse & abuse, electrical supply issues, incorrect usage).

All parts are included under The Standard, Enhanced and Total Service contracts.

Repairs to Stone, or due to flooding or faulty electrical supply to building is not included.

Call out where the fault is due to client fault/error/ or where engineers cannot access the building/lift will be charged a call out fee over and above the service contract charge.

Terms and conditions – payments in advance of all Service Contracts

Thank you for choosing Sesame Access Systems Ltd

