

Titan Security Fencing Ltd
566 Liverpool Road
Irlam
Manchester
M44 6ZA

Quote Reference: QU 23948

Date: 15 November 2024

FAO: **Ying Cheung**

SERVICE & MAINTENANCE @ Brada : No 6 Whitworth Street, Manchester, M11 2GR

With reference to your enquiry regarding maintenance cover for Security Equipment at the above site. I have pleasure in forwarding details on the Service & Maintenance options available from Security Solutions Service & Maintenance. I trust the enclosed is of interest and look forward to being of service.

Our Commitment

As a dynamic professional Company we are committed to achieving the Highest Standards in Quality of Workmanship and levels of Service. We are continually examining ways to provide our valued customers with improved Service and Maintenance packages, that consistently meets their needs in maintaining the efficiency and reliability of their equipment and also provide them with Value for Money. We actively encourage customer feedback to achieve these aims and ambitions.

Support & Capabilities

Through our nation-wide network of highly skilled and Professional engineers, each one with many years of industry experience, we are able to provide a cost effective Maintenance service that is second to none. With the versatility, capabilities and parts facilities to maintain all types of Security Barriers and Gate Equipment coupled with effective response times we aim to offer our customers a COMPLETE service package.

Just some of the various make of Vehicle Barriers we have both installed and currently maintain for our customers are FAAC, CAME, NEWGATE, BROUGHTONS, SECOM, APT, NICE, FKI TULLY, BFT, ELKA, PES, FRONTIER PITTS, BPT, BENINCA, RIB, GAROG and MAGNETIC.

Along with Supplying and / or Maintaining a wide range of Motorised Sliding Gates, Pedestrian Gates and Hinged Gates, our own unique range of Single & Double Full Height Turnstiles, Tri-flow Half Height Turnstiles and many, many more, we are also able to supply and maintain ancillary access and remote control equipment.

Logging of Service Calls (7 Days / 24 Hours Coverage)

Our office Service helpdesk is manned Monday to Friday 08.00 - 1730, with a team dedicated to handling your call. Each call will be given a unique "Service Request Number" which will be used to track the repair or service until completed. When completed the details are transferred to "Historical data" files for statistical and performance analysis.

Out of hours calls are dealt with by our dedicated "call centre" on 01204 388 865 (7 days / 24 hours) which also covers Weekends and Bank Holidays. (Dependant on contract type - additional charges may apply).

Response Time and Breakdown Requests

To maximise response time and minimise customers "down time" on receipt of a breakdown call, our service staff will contact the engineer nearest to the site location of the reported fault. This will be done via the Security Solutions tracker system and by voice contact direct to the engineer's mobile telephone.

While we endeavour to respond to all calls in the quickest possible time, PRIORITY in responding to service calls is given to customers who have any of our Preventative Maintenance packages.

Performance Monitoring

Security Solutions Service & Maintenance have analysed equipment reliability in relation to preventative maintenance. Analysis has proved that when preventative maintenance is carried out, equipment failures are reduced. It is essential therefore that all equipment receives regular attention in accordance with a recognised service schedule.

Security Solutions Service & Maintenance monitors and analyses all the service calls from its customers, to ensure that no potentially disruptive trends are developing with their equipment.

Product Knowledge & Training

Security Solutions Engineers and Staff receive regular extensive product training; this is undertaken both in-house and at Manufacturers Works, covering all aspects and types of equipment.

Included within the training programme are regular updates on Health & Safety at Work Regulations to ensure on-site safety.

All our service engineers hold the new Safety Passport Accreditation.

The Company training programme ensures that each engineer has the necessary knowledge to perform any repair both safely and competently.

Spare Parts Backup

Security Solutions Service & Maintenance maintain a large and varied range of spare parts at its Northern & Southern warehouses to back up the spares held by the service engineers. These stock types & levels are continually reviewed and monitored to reflect the changing needs of our customer base.

Pricing Stability

Security Solutions Service & Maintenance realise its customers are all individuals with differing requirements and needs, that is why we have designed financial & Maintenance packages to suit any circumstance. From a basic twice a year maintenance visit package to the Magenta package, whatever the package you chose, it will enable you to clearly define your annual Maintenance Budget.

Terms

In accordance with the Security Solutions (Northern) Limited's standard terms and conditions of sale, available upon request or on the website www.securitysolutionsgb.com.

Terms of Payment

New Accounts/customers: STRICTLY by Pro-forma Invoice or 50% deposit with order, balance within 30 days of invoice.

Account Customers: STRICTLY 30 DAYS unless by prior arrangement / agreement.

(All above arrangements are subject to suitable reference / credit acceptance).

IMPORTANT NOTES

- 1) Unless we receive notification of Personnel who have the relevant authority to sanction work that is required, or able to authorise the supply of parts PRIOR to the commencement of a Service & Maintenance agreement. Then it will be deemed the person who signs our engineer's report also signs to the effect that they agree to any work / materials required, on behalf of their company.
- 2) Prior to any service works being carried out on any automatic gate(s). A full risk analysis will be carried out by Security Solutions to deem the gates safety compliance. If it is identified that the gate does not comply with current legislation a quotation will be provided to carry out any necessary works.
- 3) To ensure efficiency of communication and accuracy of customer records, a site contact name & telephone No is required.
- 4) Maintenance packages are available on an Annual, Biennial, 3 year or 5 year basis and can be tailored to suit individual requirements.
- 5) Should our engineers need to adhere to any special site procedures or instructions, this information must be submitted to us PRIOR to commencement of the contract, to avoid any unnecessary misunderstandings.
- 6) All Service & Maintenance agreement invoices are to be paid in full prior to commencement of the first maintenance visit. (Unless alternative arrangements have been agreed before the start of the agreement).
- 7) All response times are calculated in working hours and are on a best endeavour basis, although our objective is always to meet the response times, delays or situations which are beyond our control can occur. In such an event, an engineer will be with you as soon as practicable and we will keep you fully informed.

All equipment, spares and Maintenance services will be supplied on the basis of SECURITY SOLUTIONS SERVICE & MAINTENANCE terms and conditions.

This quotation is valid for a period of 30 days.

Assuring you of our prompt and best attentions at all times.

Yours sincerely

The Service Team

White Service Contract - Annual Preventative Maintenance

To attend site at an agreed time and conduct a full Service and Preventative Maintenance Inspection of all equipment identified in the agreement (see Appendix A). We would recommend that you keep on site some spares so that our service engineer can attend site directly without having to either return to base prior or after attending. This would speed upon response time and repair time.

Excludes

- 1) All spares or components used to restore the equipment to the required operational standard. These will be charged at the rate applicable at the time.
- 2) All Labour & Travel costs other than contracted visits.

Cost £1,040.00 Plus Vat

All call out visits other than contracted service visits will be charged as per the appropriate "call out" rate.

All out of hours call out visits will be charged as per the appropriate "call out" rate.

CALL OUT - Time & Materials Maintenance

To attend site only as required by customer, all calls need to be accompanied by an official purchase order. The purchase order number is to be given to our service co-ordinators when placing the request for a visit. We would recommend that you keep on site some spares so that our service engineer can attend site directly without having to either return to base prior or after attending. This would speed upon response time and repair time.

Security Solutions "Call out Charges" and "Hourly Rates"

Up to 24 WORKING HOURS RESPONSE TIME - MONDAY to FRIDAY ONLY

Weekday Monday - Friday	Call Out Charge (£ Sterling)	Hourly Rate (£ Sterling)
08:00 - 17:00	£180.00 (inc travel & 1 hr site time)	£55.00 (per additional hour)

Response to Call outs

Up to 24 Working Hours. (Monday to Friday, 08.00 to 17.00, excluding Public Holidays).

All costs include travel and 1st hour on site, applicable to each call plus the applicable hourly rate, after 1st hour on site.

All spares or components used to restore the equipment to the required operational standard will be charged at the rate applicable at the time.

APPENDIX A

<u>Company</u>	Titan Security Fencing Ltd	
<u>Site Address</u>	Brada : No 6 Whitworth Street, Manchester, M11 2GR	
<u>Contract Period</u>	2 Years	
<u>Proposed Service</u> <u>Visit Dates</u>	TBC	
<u>Equipment on Site</u>	<u>QTY</u> 1	<u>Equipment</u> Cantilever Sliding Gate