

AFTERCARE INFORMATION.

MAINTENANCE **AGREEMENT TYPES**



OVERVIEW

We believe that all investments need protection for product continuity, that's why all products manufactured by us, at Boon Edam, will qualify for a personalised **Maintenance Agreement** with the ability to pick a level of service that's right for you. The following pages of information have been placed together to show what each Boon Edam maintenance contract includes and excludes, in a detailed overview. Some response times will vary between regions and London, but all other information is as standard.

DEDICATED AFTERSALES TEAM.

Our dedicated Service Agreement Team are here to ensure that your products are fully maintained throughout their lifecycle and that you're getting the right level of maintenance and protection to fit your needs. And, because we have national coverage with dedicated regional experts, you can expect a more efficient yet, premium service.

YOUR OBLIGATION.

Current H&S legislation states that to protect the safety of employees and the public, it is the building occupier's responsibility to ensure that automated equipment or machinery is routinely maintained in line with manufacturers' recommendations.

Due to the nature of our products, wear and tear is inevitable. It is recommended that all products are regularly serviced at 6-month intervals to ensure your entrance continues to operate reliably.

OUR AGREEMENT TYPES.

We provide individual maintenance agreements for new and existing customers. Our first-class agreements team will discuss your requirements with you, which will enable you to receive the best possible aftercare solution for your product. Our packages include:

- **Preventative Maintenance Agreement**
- **Fully Comprehensive Maintenance Agreement**

MAINTENANCE AGREEMENT TYPES.

CARE PACKAGE COMPARISON

Our agreement types are broken down into two categories; comprehensive and preventative. These differentiate predominantly through callout labour, parts and repairs labour. Below we will explain what is covered in each agreement type.

Maintenance Package	Callout & Callout Labour	Parts & Repairs Labour	Response Time	ONWH for Service Visits*	ONWH for Repairs
Basic	×	×	3 working days	×	×
Standard	×	×	8 working hours	×	×
Premium	×	×	am/pm or 4 working hours	✓	×
Complete	✓	✓	8 working hours	×	×
Ultimate	✓	✓	am/pm or 4 working hours	✓	✓

*Option to purchase out of normal working hours service visits on the levels where not included. Price available on request.

PREVENTATIVE AGREEMENTS

Featuring three agreement types:

BASIC CARE PACKAGE

What's included?

- 3 working day callout response
- Reduced rates for all emergency callouts
- 20% discount on all chargeable repair parts and labour
- Full technical support on all Boon Edam products covered
- Two service visits a year for automatic equipment and/or one service visit for manual equipment (carried out within normal working hours)
- Only pay for the callouts and repairs you need. Minimum £350 purchase order will be requested for each callout
- Six monthly or yearly invoicing

STANDARD CARE PACKAGE

What's included?

- 8 working hour callout response
- Reduced rates for all emergency callouts
- 20% discount on all chargeable repair parts and labour
- Full technical support on all Boon Edam products covered
- Two service visits a year for automatic equipment, and/or one service visit for manual equipment (carried out within normal working hours)
- Only pay for the call-outs and repairs you need. Minimum £350 purchase order will be requested for each callout
- Six monthly or yearly invoicing

PREMIUM CARE PACKAGE

What's included?

- 4 working hours callout response** or AM/PM callout response*
- Reduced rates for all emergency callouts
- 20% discount on all chargeable repair parts and labour
- Full technical support on all Boon Edam products covered
- Two service visits a year for automatic equipment, and/or one service visit for manual equipment, completed outside of normal hours if required
- Only pay for the call-outs and repairs you need. Minimum £350 purchase order will be requested for each callout
- Six monthly or yearly invoicing

Normal Working Hours are 08:00 - 16:30, and Outside of Normal Working Hours (ONWH) are defined as 06:00 – 08:00 and, 16:30 - 22:00 (Monday to Friday) and 08:30 – 16:30 (Saturday and Sunday).

**AM/PM Response is defined as follows – If a call-out is placed during normal working hours before noon, the call-out will be attended the same day. If a call-out is placed during normal working hours after noon the call-out will be attended before noon of the next working day.*

***Dependent on Postcode Areas, please ask for more details to confirm eligibility.*

FULLY COMPREHENSIVE AGREEMENTS

Featuring two agreement types:

COMPLETE CARE PACKAGE

What's included?

- 8 working hour callout response
- All callouts, repairs and parts (exclusions apply)
- 20% discount on all chargeable repair parts and labour
- Full technical support on all Boon Edam products covered
- Two service visits a year for automatic equipment and/or one service visit for manual equipment carried out during normal working hours.
- Six monthly or yearly invoicing

ULTIMATE CARE PACKAGE

What's included?

- 4 working hours callout response** or AM/PM response callout response*
- All callouts
- All repairs (including parts) can be completed outside of normal working hours if required (exclusions apply)
- 20% discount on all chargeable repair parts and labour
- Full technical support on all Boon Edam products covered
- Two service visits a year for automatic equipment and/or one service visit for manual equipment completed outside of normal working hours if required
- Six monthly or yearly invoicing

IMPORTANT INFORMATION

Agreements for the service and maintenance of automatic swing and sliding door operators are limited to the drive, activation and safety sensors only. Door wings and associated frames are not included.

DISCOVER A CARE PACKAGE PERFECT FOR YOU.



For more information about our agreement types, please contact our dedicated aftersales team who will be happy to help you identify a solution.

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AGREEMENT EXCLUSIONS.

For the sake of clarity, Boon Edam Limited confirm the following exclusions to our preventative and comprehensive maintenance agreements.

- All lights, matting, horsehair, card retention systems, 3rd party card readers (even if housed within the equipment), stereo vision cameras, air curtains, roofing and glass are excluded.
- Calls logged where no fault was found, any damage caused to the equipment through water ingress, vandalism, accidental damage, electrical surge damage or Force Majeure and aborted visits (including callouts planned maintenance and planned repairs) through no fault of Boon Edam will be chargeable.
- The cost for the replacement of obsolete parts, where a direct replacement of the said part is not available.
- Repair/replacement of waterproof treatments and any damage arising from its failure.
- Specialist glass handling plant and access equipment, including scaffolding, deemed necessary to comply with current Health & Safety best practice are excluded.

LABOUR AND CALLOUT RATES.

The following callout and labour rates apply to all preventative and comprehensive agreements in cases where a callout is chargeable due to the exclusions above.

**Please note that the rates stated within this document are only applicable to callouts and are subject to a yearly increase, and are fixed from the date of receipt of the formal order or instruction.*

AGREEMENT CALLOUT RATES

Normal Weekday (08:00 – 16:30)	£139	Per Visit
Saturday and Weekday (<08:00 and >16:30)	£188	Per Visit
Sunday and Weekday nights (22:00 – 06:00)	£244	Per Visit

AGREEMENT LABOUR RATES

Normal Weekday (08:00 – 16:30)	£69	Per Hour
Saturday and Weekday (<08:00 and >16:30)	£98	Per Hour
Sunday and Weekday nights (22:00 – 06:00)	£129	Per Hour



CONTACT YOUR **LOCAL ENTRY EXPERT.**

EXPERT ADVICE LOCAL TO YOU

Our experts will work with you to find the right solution for your project. If you have a Boon Edam product installed in your building and would like more information about our Maintenance Agreements and the options available to you, please contact us.



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OUR REACH IS GLOBAL.

Boon Edam is the world market leader in entrance control solutions. For 150 years, we have designed and manufactured premium products from our manufacturing facilities in the Netherlands, North America and China. With over 50 subsidiaries worldwide and a global network of trusted distributors, we confidently support our customers no matter where they are in the world. Our international reach allows us to have a strong global footprint and a personal grasp of local markets and their unique entry requirements.

To find your nearest Boon Edam expert, please contact us:

www.boonedam.co.uk/contact



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YOUR **ENTRY** EXPERTS.