

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**
- **Semi-Comprehensive Maintenance Agreement**
- **Fully Comprehensive Maintenance Agreement**

MAINTENANCE AGREEMENT TYPES.

CARE PACKAGE COMPARISON

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	✓	×
Basic Plus	✓	×	3 working days	×	×
Standard Plus	✓	×	8 working hours	×	×
Premium Plus	✓	×	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 (Monday – Friday 08:00 – 16:30).
- Reduced rates for all emergency callouts.
- 20% discount on all parts and labour.
- Full Technical Support on all Boon Edam products covered
- One service visit a year for manual equipment, carried out during normal working hours
- Two service visits a year for automatic equipment, carried out during normal working hours
- Only pay for the call-outs and repairs you need - Minimum £350 purchase order will be requested for each callout.
- 6 monthly (minimum value applies) or yearly invoicing.

STANDARD CARE PACKAGE

What's included?

- 8 Working hour callout response (Monday – Friday 08:00 – 16:30)
- Reduced rates for all emergency callouts
- 20% discount on all repair's parts and labour
- Full Technical Support on all Boon Edam products covered
- One service visit a year for manual equipment, carried out during normal working hours
- Two service visits a year for automatic equipment, carried out during normal working hours
- Only pay for the call-outs and repairs you need - Minimum £350 purchase order will be requested for each callout.
- 6 monthly (minimum value applies) or yearly invoicing

PREMIUM CARE PACKAGE

What's included?

- 4 Working hour callout response (Monday – Friday 08:00 – 16:30) or
- AM/PM Response callout response (Monday – Friday 08:00 – 16:30)
- Reduced rates for all emergency callouts
- 20% discount on all repair's parts and labour
- Full Technical Support on all Boon Edam products covered
- One service visit a year for manual equipment, carried out outside of normal working hours* if required.
- Two service visits a year for automatic equipment, carried out outside of normal working hours* if required.
- Only pay for the call-outs and repairs you need - Minimum £350 purchase order will be requested for each callout.
- 6 monthly (minimum value applies) 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.

SEMI-COMPREHENSIVE AGREEMENTS

Featuring three agreement types:

BASIC CARE PLUS PACKAGE

What's included?

- 3 working day callout response
- Unlimited callouts ([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

STANDARD CARE PLUS PACKAGE

What's included?

- 8 working hour callout response
- Unlimited callouts ([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

PREMIUM CARE PLUS PACKAGE

What's included?

- 4 working hours callout response** or AM/PM callout response*
- Unlimited callouts ([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
- Six monthly or yearly invoicing

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.

boonedam.co.uk/service

FULLY COMPREHENSIVE AGREEMENTS

Featuring two agreement types:

COMPLETE CARE PACKAGE

What's included?

- 8 Working hour callout response (Monday – Friday 08:00 – 16:30)
- Reduced rates on callouts & 20% discount on repairs where works required are chargeable
- Full Technical Support on all Boon Edam products covered
- All callout & Labour charges during normal working hours
- Labour & Parts for repairs required in normal working hours
- One service visit a year for manual equipment, carried out during normal working hours
- Two service visits a year for automatic equipment, carried out during normal working hours
- 6 monthly (minimum value applies) or yearly invoicing

ULTIMATE CARE PACKAGE

What's included?

- 4 Working hour callout response (Monday – Friday 08:00 – 16:30)
- AM/PM Response callout response (Monday – Friday 08:00 – 16:30)
- Reduced rates on callouts & 20% discount on repairs where works required are chargeable
- Full Technical Support on all Boon Edam products covered
- All callout & Labour charges during normal working hours
- Labour & Parts for repairs required both in normal working hours and outside of normal working hours* if required
- One service visit a year for manual equipment, carried out outside normal working hours* if required.
- Two service visits a year for automatic equipment, carried out outside normal working hours* if required.
- 6 monthly (minimum value applies) 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.*

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.



AGREEMENT EXCLUSIONS.

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

- All lights, matting, horsehair, card retention systems, 3rd party card readers (even if housed within the equipment), stereo vision system, contact mats, air curtains, roofing and glass are excluded from our agreements.
- 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.
- Repair/replacement of any waterproof treatments and any damage arising from its failure.
- The cost for the replacement of obsolete parts, where a direct replacement of said part is not available.
- Agreements for the service and maintenance of automatic swing and sliding door operators is limited to the drive, activation & safety sensors only – Door wings and associated frames are not included.
- Specialist glass handling plant and access equipment, including scaffolding & lifting cranes, deemed necessary to comply with current Health & Safety best practice are excluded.
- Waste Disposal is not included, it is instead incumbent upon the client to provide receptacles or disposal facilities for all waste generated by Boon Edam's activities on site including parts, components and their associated packaging and carriage materials.

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.

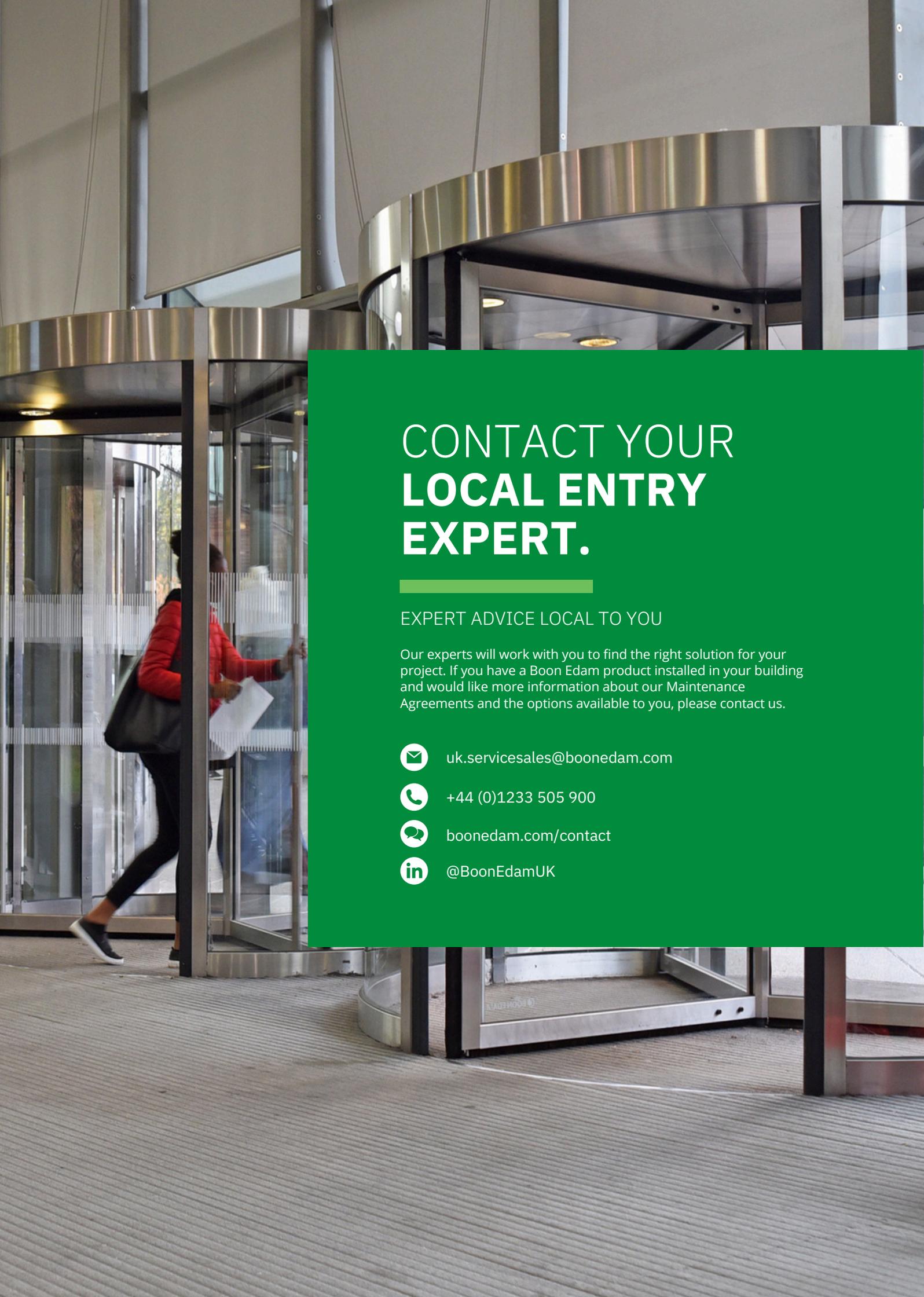
**Please be advised that the below rates are not applicable to quoted works and are subject to an increase at the end of each calendar year.*

AGREEMENT CALLOUT FEE (no labour included)

Normal Weekday (08:00 – 16:30)	£99.00	Per Visit
All other hours not shown above	£198.00	Per Visit

AGREEMENT CALLOUT LABOUR RATES (charged to the nearest 15 minutes)

Normal Weekday (08:00 – 16:30)	£89.00	Per Hour
All other hours not shown above	£178.00	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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boonedam.com/contact



@BoonEdamUK

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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