



Service & Maintenance...

Routine Service & Maintenance Agreements

For customers who want an 'all inclusive' system support package, simple to administer and matching a pre-determined annual budget that can be relied upon, 'Fully Comprehensive' maintenance contracts are the ideal solution.

- Fully Comprehensive**

As the name implies, all parts and labour are included. Also, any item of equipment that cannot be repaired is automatically replaced within the price.

Routine maintenance is incorporated on a pre-agreed programme and call processing and engineer response is given priority attention when responding to fault calls.

Quotations for 'Fully Comprehensive' maintenance contracts can be prepared following detailed site surveys and a review of up to date asset registers. Contracts may then be established that require PEL engineers to attend each premises on a regular basis to conduct routine maintenance testing to meet relevant governing standards.

- Routine Plus**

As with comprehensive maintenance, 'Routine Plus' contracts allow for routine maintenance visits on pre-agreed dates and call processing and engineer response to fault calls is also accorded priority status.

Unlike Fully Comprehensive contracts however, 'Routine Plus' customers pay for all parts utilised as well as any labour beyond that which is allocated to the regular pre-arranged routine maintenance visits.

Quotations for 'Routine Plus' maintenance contracts can be prepared following detailed site surveys and a review of up to date asset registers. Contracts may then be established that require PEL engineers to attend each premises on a regular basis to conduct routine maintenance testing to meet relevant governing standards.

- Extended Warranty**

Systems supplied and installed by PEL are typically covered for twelve months, parts and labour. A service agreement should be put in place from day one that supports the system during the warranty period wherever regular routine maintenance is a requirement.

Thereafter, the system would either be covered under a 'Fully Comprehensive' or a 'Routine Plus' agreement. The first year charge is therefore relatively modest, particularly when only one or two routine attendances are required.

Emergency Call-Out 24/7

It's essential that systems monitoring and the protection of property and its occupants functions continuously, which is why PEL service engineers support fire, security and communication systems, anywhere in the UK and Eire, every hour of every day.

Customers can be supported to any response level depending upon the form of Maintenance & Service agreement selected.

Telephone Support

It is often the case that the customers require support and advice without wanting an engineer to attending site. PEL can offer support and advice over the telephone from engineers who are experts in their field.

Customers who take advantage of our emergency call-out facilities can seek support from a knowledgeable engineer out of office hours, 24/7, who is prepared to visit site if requested.

Fire Risk Assessment (RRO)

The Regulatory Reform (Fire Safety) Order 2005 (RRO) requires that you carry out a Fire Risk Assessment on your premises. As of October 2006 Fire Certificates will no longer be issued for non-domestic premises, the Fire Risk Assessment effectively replaces this.

The changes in the legislation place the accountability for fire safety upon the person responsible for the premises. To ensure that you comply with the law and have fulfilled your responsibilities PEL Services can appoint an independent Fire Risk consultant to carry out your Fire Risk Assessment.

The service includes:

- Fixed price consultancy service
- Full evaluation of the fire precautions on your site
- A review of the site management procedures and emergency planning
- Evaluation of the specific fire risks
- A detailed report, presented in person, on the findings in an easy to understand format
- Full support and guidance on any improvements required

Full details of the Regulatory Reform (Fire Safety) Order 2005 are available at www.opsi.gov.uk/si/si2005/20051541.htm

Thousands of premises benefit from PEL maintenance & service support, including those of:

- W H Smith
- Reading Borough Council
- Sheffield City Council
- Slough Borough Council
- Windsor & Maidenhead Council
- London Borough of Ealing
- London Borough of Croydon
- London Borough of Harrow
- Debenhams
- B & Q
- Housing 21
- Hugo Boss
- Deutsche Bank
- Nomura International
- Mid Essex NHS Trust
- Barclays Bank
- Mothercare
- Nicholson Shopping Centre
- Brent Cross Shopping Centre
- Brunswick Pavilion Shopping Centre
- The Howard Shopping Centre
- Alhambra Shopping Centre
- Airdale Shopping Centre
- Telford Shopping Centre

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