

Downtime on your automatic doors can have a significant effect on your business.

Our clients minimise this risk and avoid costly, unplanned, emergency expenditure, by getting their equipment serviced and maintained regularly by Safetell.

We are a customer focused service provider, with a 'repair not replace' mentality, our ethos is to only replace parts as a last resort, when fixing them is no longer an option.

System agnostic, we are always able to give the best advice on equipment regardless of the make and model. This means that we are not trying to sell unnecessary products when they can be repaired and maintained for many years.



| Commercial Timetable Call-Outs | Progressive Service | Proactive Service |
|--|---------------------|-----------------------------|
| Monday - Friday 09:00 - 17:00 1 Man | £140 | Pricing agreed in contract. |
| Subsequent Hours | £50 | |
| Monday - Friday 09:00 - 17:00 2 Men | £210 | Pricing agreed in contract. |
| Subsequent Hours | £100 | |
| Out of Hours/Bank Holidays Saturday - Sunday 1 Man | N/A | Pricing agreed in contract. |
| Subsequent Hours | N/A | |
| Out of Hours/Bank Holidays Saturday - Sunday 2 Men | N/A | Pricing agreed in contract. |
| Subsequent Hours | N/A | |

Parts are charged as extra

| Rates | Progressive | Proactive |
|--|-------------|-----------------------------|
| First Door | £89 | |
| Per Door | £55 | Pricing agreed in contract. |
| Theatre Doors Weekend Rate Per Doors | £230 | |

Parts are charged as extra



Progressive Service

Progressive Service is a non-contracted, purchase order based option, which allows clients to benefit from Safetell's service and maintenance offering without having to fully commit to a contract.

Returning clients on progressive service packages can also take advantage of reduced call-out charges thereafter.

Proactive Service

Safetell's Proactive Service is a contracted alternative, which offers returning clients the peace of mind of enhanced response times, discounts on parts, and preferential rates.

| | Progressive Service | Proactive Service |
|---|---------------------|---|
| 24/7 Service Desk | ✗ | ✓ |
| Meets BS EN 16005 | ✓ | ✓ |
| 9:00am - 17:00pm PPM and Safety Test | ✓ | ✓ |
| Electronic Visit Report | ✓ | ✓ |
| Health & Safety Advice | ✓ | ✓ |
| Lifecycle Advice | ✓ | ✓ |
| 'Standard Response | ✓ | ✓ |
| **Enhanced Response | ✗ | ✓ |
| Call-out and Repair Fee | Chargeable | Reduced Rates |
| Materials | Chargeable | Chargeable with a 10% discount on parts |
| Misuse Damage | Chargeable | Chargeable |

*Standard Response times are 8 hours for emergency call-outs, 24 hours for breakdowns and 72 hours for general attendance.

** Enhanced Response times are 4 hours within normal working hours.

"We have always found Safetell technically competent with a good team of engineers and always look at innovative solutions for saving money i.e. repair instead of replacing."

- Donald Maskell
Technical Operations Manager, Vinci

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