



ATG Access Service Department Procedures and Information

Service Department

Uniquely we offer nationwide coverage for maintenance and service and for incident repair on all our bollard systems. Our engineers are strategically placed around the UK to respond in the best time possible to any call outs and to offer the best coverage logistically to provide preventative maintenance service calls.

Internationally we offer client training to enable engineers on site to carry out both maintenance and repairs.

All our engineers carry satellite tracking software to allow us to pinpoint the nearest to an incident to keep response time to a minimum.

We offer service contracts with various levels of cover to allow you to be in control of both your preventative maintenance and the downtime of your system. These are explained in greater detail on the appropriate page below

Faults and Maintenance Requests

All faults or requests for a service visit must be sent in writing. You can either fax us on 08456 75 99 55 or e-mail us at service@atgaccess.com

Filling in and faxing back either the manual or automatic service request forms will assist us in providing the best response.

It is very important when reporting a fault to provide as much information about the site and the problem as possible, this is both to allow us to best diagnose the problem and to possibly save you time and money, for example, sending us digital photographs of the fault may allow us to send you parts via courier and you can perform repairs yourself, this will alleviate the need for a service call and therefore save you the engineers call-out and labour charge.

As a minimum you should try to provide us with:

- Your name
- Your company name
- Your ATG Access customer reference
- Contact details
- Site location
- Project number (if applicable)
- Key number (if applicable)
- As much information about the fault as possible

Once we have all the information necessary we will allocate you a time and date slot and contact you to confirm the details.

Request For Service Automatic Bollards



atg
access ltd

ATG Access Ltd.
CoBaCo House
North Florida Road
Haydock Ind Estate
WA11 9TP
Phone: +44 (0) 8456 75 75 74
Fax: +44 (0) 8456 75 99 55
www.atgaccess.com

Please fill in, print and fax back.

Note: This form may not save your data if you attempt to save and e-mail.

Date:

Do you have a Service Contract with ATG Access for this system Yes No

Company Name:
Contact Name:
Job title:
E-mail:
Phone:
Fax:

Order Number:

Site address:
Inc Postcode

Invoice address:
If different to above

How Best to contact you

- E-mail
- Phone

Date:
Time:

Describe the problem in as much detail as possible:

Internal Use Only

| Logged By | Date | Time |
|-----------|------|------|
| | | |



atg
access ltd

ATG Access Ltd.
CoBaCo House
North Florida Road
Haydock Industrial Estate
WA11 9TP
Phone: +44 (0) 8456 75 75 74
Fax: +44 (0) 8456 75 99 55
www.atgaccess.com

Request For Service Manual Bollards

Please fill in, print and fax back.

Note: This form may not save your data if you attempt to save and e-mail.

Date:

Would you like us to contact you regarding the urgent call-out premium **Yes** **No**

Company Name:
Contact Name:
Job title:
E-mail:
Phone:
Fax:

Order Number:

Site address:
Inc Postcode

Invoice address:
If different to above

Key Number:
Quantity of bollards:

Describe the problem in as much detail as possible:

How Best to contact you

- E-mail**
- Phone**

Internal Use Only

| Logged By | Date | Time |
|-----------|------|------|
| | | |

Service Contracts

Service contracts are available with various levels of cover from fully comprehensive parts and labour deals through to guaranteed call out times. There is a level of cover to suit your budget and your operational requirements.

Automatic System Contracts

With our standard contracts there are 4 levels of cover available:

Platinum Cover:

Includes the option of guaranteed call out response, Next or Second Working Day.

All parts and labour costs for routine services and repairs are included.

Two preventative maintenance visits per annum included.

10% discount on all chargeable parts.

Gold Cover:

Includes the option of guaranteed call out response, Next or Second Working Day.

All parts costs for routine services and repairs are included.

Labour & callouts will be chargeable.

Two preventative maintenance visits per annum included.

10% discount on all chargeable parts.

Silver Cover:

Guaranteed call out response, either Next or Second Working Day.

All parts, labour & callouts will be chargeable.

Two preventative maintenance visits per annum included.

10% discount on all chargeable parts.

Bronze Cover:

Guaranteed call out response within four working days.

All parts, labour & callouts will be chargeable.

Two preventative maintenance visits per annum included.

Priority over non contract customers.

We are able to amend contracts to offer you a specific, tailor made, solution to your operational requirements.

Manual System Contracts

We do not offer contracts for manual products as standard, our service department responds to call outs for manual posts based on logistical requirements which takes into account the geographical location of calls, the urgency of the problem and the status of the product warranty.

It is possible under certain circumstances to guarantee a next working day call out on payment of a call out premium.