

# MAINTENANCE & LEASING

All Ramblegard equipment comes with a 1-year warranty. As part of our aftersales support, Ramblegard offers a regular Service & Maintenance agreement, ranging from a simple call-out agreement to a fully comprehensive agreement that covers all parts & labour.

Ramblegard products are also available on finance. Now you can spread your acquisition costs over the life of the equipment and pay in instalments. Please contact us directly for more information.

## Maintenance Agreement

### 1.0 General Terms

- 1.1** No work will be carried out without a contract being in place or, where no maintenance contract has been applied, until Purchase Order has been received from Customer.
- 1.2** Once Purchase Order is received a standard lead time of 3 working days will apply, unless it is requested as an emergency call-out, in which case it will be within 24hrs.
- 1.3** Manufacturer commits to initial response to Client enquiries within 24hrs – providing that queries are reported between 8.00hrs to 16.00hrs Monday to Friday. 'Following working day' telephone response time for Weekend/Bank Holidays.
- 1.4** PLEASE NOTE: the standard terms of all maintenance contracts DO NOT cover any call out or equipment damage due to act of God / misuse / abuse or vandalism of said equipment. For our full terms and conditions of liability please refer to section 7 of our Terms of Service Document on our website.

### 2.0 Annual Audit

The Manufacturer advises that all equipment should be audited annually to ensure system compliance. During the audit all equipment is checked and any equipment malfunctioning will be marked defective and removed from use, an item by item check report including items that need repaired is generated at this point for the customer.

- 2.1** For customers with no contract, this Annual Audit is a chargeable call out and all equipment needing replaced once complete is additional to this charge.
- 2.2** For customers on a Care Package, the cost of the annual audit visit is covered. Quotations will then be sent for all replacement equipment required. A revisit will be arranged to set up all replacement equipment once the Purchase Order (P.O.) is received.
- 2.3** For customers on a Care+ Package, the cost of the annual audit visit is covered and all parts marked as defective will be repaired or replaced as necessary, in accordance with clause 1.4.

### 3.0 Equipment call-outs

- 3.1** The Manufacturer commits to provide an equipment call out to any given location as requested by the Client.
- 3.2** There are 2 types of Call-out
  - 3.2.1** Std Call out – Manufacturer commits to call out within 3 working days
  - 3.2.2** Emergency Call-out – Manufacturer commits to call out within 24 hours
- 3.3** All Call-Outs cover for Transport to site and a 1/2hr labour
- 3.4** Any additional time required will be charged accordingly, in 15 minute intervals.

### 4.0 Reporting procedure

- 4.1** All equipment checks will be documented including
  - 4.1.1** Location of works
  - 4.1.2** Equipment Serial Number and Description
  - 4.1.3** What work was carried out
  - 4.1.4** List of items repaired/replaced
  - 4.1.5** Status of product

### 5.0 Service Charges

- 5.1** Maintenance charges as follows:

Std call-out fee (inc 30min labour)	£165
30min Labour	£40
60min Labour	£80



## 6.0 Maintenance options

### 6.1 Care Package – Equipment Call-out, labour and Annual Audit only

1. Agreement that the manufacturer will be the assigned point of contact for all equipment and repairs.
2. 25% of the total asset value over the lifetime of the product will apply to cover for any call-outs or service support calls provided throughout the year.  
E.g. a Companion with min lifetime of 3 years. Cost £125.00 x 25% (maintenance charge) = £31.25 divided by 36 months (3 years) = £0.87 per month.
3. Annual Audit will be charged separately
4. All cost for parts will be charged separately.
5. This can be paid monthly or quarterly.
6. Alternative to contract payment could be that customer assigns PO, to the estimated annual value of service, call out and maintenance charges likely to occur per annum.

### 6.2 Care+Package – Equipment Call-out service, Annual Audit and parts

1. Agreement that the manufacturer will be the assigned point of contact for all equipment, repairs and replacement of product.
2. 115% of the total asset value over the lifetime of the product will apply to cover for any call-outs or service support calls provided throughout the year; plus 1 annual Audit per year of all Assets and repair or replacement of product  
E.g. a Sensor pad with expected lifetime of 1 year. Cost £85.00 x 115% (maintenance charge) = £97.75 divided by 12 months (1 year) = £8.15 per month.
3. All cost for parts are included within the scope of the contract.
4. This can be paid quarterly or annually.
5. Alternative to contract payment could be that customer assigns PO, to the estimated annual value of service, call out and audit charges likely to occur per annum.

		Care+ Service Package (Owned product)	Care Service Package (Owned product)	NO SERVICE AGREEMENT
		Full maintenance and annual replacement cost per month (product cost + 15%)  25% on Hardware + 115% on Consumables	Basic annual maintenance, not including parts  25%	No service agreement  *PO required before any works*
Emergency call-out fee (inc. 30min labour) 24hr response.	£225	Chargeable	Chargeable	Chargeable
Standard call-out fee (inc. 30min labour) 5 working days response.	£165	✓	✓	Chargeable
Call-out Parts	n/a	✓	Chargeable	Chargeable
30min Labour	£40	✓	✓	Chargeable
60min Labour	£80	✓	✓	Chargeable
Annual Audit	£500/day	✓	✓	Chargeable at 7.5% of total asset value
Audit Parts	n/a	Consumable parts only	Chargeable	Chargeable