

# PREVENTATIVE MAINTENANCE AGREEMENT

## WHY?

All of our installations come with a years warranty, but as with any machinery, it should be regularly checked for general wear & tear.

As the owner or occupier of your building, you have the duty of care to ensure that any automatic doors are in good working order & operating safely. This can only be achieved through servicing by an EN16005 (European Standard for safety at powered doors for pedestrian use) authorised technician.

This will ensure the automatic doors longevity and the operator is maintained correctly & tested to comply with BS EN16005. Under the EN16005 your door must be be serviced and maintained to the manufacturers recommendations. Prosale train all our employees to ensure the safety of automatic doors is always achieved, following strict procedures and completed at the highest standards.

## ONE-OFF SINGLE MAINTENANCE VISIT

**A one-off, scheduled visit from our qualified technicians**

This allows for one service of all the doors installed by Prosale, at which point any repairs or issues will be resolved. if parts are required then we will get in touch to discuss this and approve costs, before those parts are replaced.

- We will book a convenient time with your appointed contact for us to attend
- A fully trained and qualified technician will arrive, with minimal disruption, will proceed to check over your doors. Making minor adjustments as necessary and completing an EN test to confirm that the doors are operating safely.
- Should you require any guidance on the use of your doors, please make yourself available at the time of servicing, so that our technician can answer any questions you may have.

Following your service, you will receive a copy of the job sheet detailing any works undertaken and confirmation that the doors comply with current safety standards.

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**Comprehensive cover and maintenance for 12 months**

With a Prosale agreement in place, your doors will get the service and attention they deserve, potentially saving on future costs and callouts.

### **What Does This Include:**

- 2 visits per year
- Priority attendance to any callouts
- Discount on any parts needed
- Fully trained, professional EN technicians
- We carry a vast range of spare parts and accessories on our vans to accommodate any repairs or remedial works that are required.
- 24 hour emergency line to assist in securing the building

### **Prosale Limited**

Unit A3 Nexus Court  
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Gloucester Business Park  
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aftercare@prosaledoors.co.uk  
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### **Opening Hours**

Monday: 08:30 - 17:00  
Tuesday: 08:30 - 17:00  
Wednesday: 08:30 - 17:00  
Thursday: 08:30 - 17:00  
Friday: 08:30 - 17:00  
Saturday: Closed  
Sunday: Closed

