

ENTROTEC LTD TERMS AND CONDITIONS

ORDER STAGE

Commissioning must be ordered at time of ordering the door entry equipment (which would be 3-4 weeks prior to the installation date)

INSTALLATION

1. The installation company shall fit all supplied equipment and terminate the equipment to the buildings mains supply and earth all equipment to the current statutory electrical regulations – BS7671 2008 plus amendments and current IEE regulation.
2. All cables shall be installed to our recommendations and colour coding followed consecutively throughout the installation.
3. All cables shall be clearly marked or labelled as to their relevance in the circuit and a 1 metre tail left for final termination purposes on all cables (i.e. flat numbers etc.)
4. A drawing(s) shall be made available showing where all equipment is on the system. The drawing shall be clear and easily understood to locate equipment.
5. **Installation should be complete prior to Entrotec attending site.** Return visits due to incomplete installations will be chargeable unless agreed otherwise by Entrotec.
6. All telephone handsets shall be terminated within each dwelling to the colour coding provided and labelled accordingly to the flat number at the main equipment/marshalling box.
7. The installation company shall make available an engineer who has detailed knowledge of the installation at the initial meeting of commissioning and where necessary as long as required on site.
8. Any other parties that require to be involved shall make representation available i.e. specialised lock companies etc.
9. No arduous conditions will be tolerated and a safe condition is required for our engineers to carry out all works.
10. If the system has access control and is PC based with off-site monitoring, the location of the computer must be provided. It shall be assumed the PC is fully working and suitable for purpose and the software includes enough doors/sites.
11. Access control – GSM – If GSM modems are used, it is up to the installer to determine the signal strength is good for that area. If high gain aerials are required, these will be chargeable.

COMMISSIONING REQUEST

1. Two weeks notice is required for site visitation to commission systems, unless agreed otherwise by Entrotec.
2. **If the system is not ready as required during inspection/ commissioning then an inspection fee of £60.00 will be charged** and 2 weeks' full notice will be required for a return visit to commission. If the system is still not ready a further £60.00 will be charged and 1 week's penalty will be required.

Commissioning request (cont)

This Request and Inspection situation will continue until the system is ready for inspection and subsequent fees chargeable each visit.

3. All requirements of the installation section have been finalised and complete.

HANDOVER & WARRANTY

1. Entrotec will handover the system to the installer when commissioning of the system is complete. It will be the installation company's responsibility to hand the system over to the client. If Entrotec are required to be present at the handover to the client, a charge will be made for this representation and a minimum 2 weeks notice is required.
2. Warranty runs for the stated period starting on the handover date shown on the commissioning sheets signed by the accepting authority. Warranty does not run from contract completion unless this coincides with former statement. Deviations can only be accepted by Entrotec prior to agreement.
3. Warranty covers all equipment supplied by Entrotec that is proved to be faulty. Vandalism, abuse, water damage, mains electrical problems/faults, remote PC faults, any cable fault or misuse will incur charges for both materials and call-out charges. Call requests are covered under "CALL OUT REQUESTS".
4. Warranty only covers equipment supplied by Entrotec, i.e. any ancillary equipment will not be Entrotec's responsibility. If Entrotec attend site to repair a fault and the cause is deemed to be equipment by others there will be a charge for this on a call out and hourly rate basis.

CALL OUT REQUESTS

1. The hours of attending call outs are Monday to Friday 8.30am to 4.00pm.
2. Call out during normal working hours will be charged at a minimum of £78.30 with a further hourly rate of £39.15 thereafter. This is applicable for false call outs i.e. no manufacturers defect.
3. A minimum 24 hours notice is required for call outs to site, unless deemed necessary or urgent by Entrotec. In the latter instance Entrotec will endeavour to have site cover as soon as possible.
4. Non-appointment call outs will be generally next working day whenever possible. Entrotec shall attempt to contact the client / resident within 48 hours of receiving the call.
5. Callouts out of the normal hours carry a penalty of £100.00 call out fee, plus an hourly rate of £78.30 throughout the duration of the visit.
6. Cancellation Charge – late cancellation of a site visit will be charged at £60.00
7. **Once the installer has checked and clarified the fault is with the equipment and has deemed it a manufacturers defect** the installer must contact Entrotec during normal office hours – Monday to Thursday 8.30am – 5.00pm, Friday 8.30am – 4.00pm, stating the call out address, the fault with the system, complete with access details and resident telephone number and full postal address including post code, description of fault defect ie flat 16 no call tone, and relevant dwelling numbers and where the call out has originated

CALL OUT REQUESTS (CONT'D)

This should be via a fax request to Customer Support on 01506 886233 or email request to customersupport@entrotec.co.uk

9. Entrotec will only attend dwelling faults when access arrangements have been made with the resident. The client must provide Entrotec with a resident telephone number so that Entrotec can arrange access. Entrotec will not attend until an appointment has been made. Entrotec will endeavour to contact the resident, if no contact is made after three telephone calls, a site visit will be made and the engineer will leave a contact card. If after two weeks Entrotec have had no response, Entrotec will cancel the call and inform the client of the cancellation.
10. Please note that any first fix or installer fault which was not immediately obvious at time of commissioning, but shows at a later date IS NOT COVERED by our defects warranty and may be chargeable (i.e. a handset cable that has come loose within the flat). If access is not obtained at time of commissioning or the handset Is not installed, this is not covered.

PAYMENT TERMS & CONDITIONS

1. Acceptance or commissioning request is only carried out under acceptance of this document.
2. **Payment of equipment is required prior to commissioning taking place.**
3. Entrotec standard terms and conditions of sale prevail throughout all transactions and reserve the right to alter, withdraw or change the terms and conditions as necessary.
4. Entrotec do not accept any retention placed on them for equipment or services.
5. Failure to pay for all equipment and or services on time will nullify the warranty agreement and delay Commissioning Certificates. Reinstatement of the agreement will carry an administration fee of **£250.00**
6. All monies quoted are exclusive of VAT at the ruling rate.

DELAYS

1. Entrotec will not be responsible in any circumstances for liquidated damages, delays, non-performance, penalties or contractual obligations to any party.
2. Adequate time should be allowed by the requesting company / authority to allow commissioning to take place and inspection of the system.
3. No negotiations will be entered into by Entrotec other than that of the company / authority with whom we have received the official order. Where appropriate Entrotec undertakes the right to approach other parties when deemed necessary to protect or safeguard their rights.