
Windows and Curtain Walling (AW Aluminum)

Contents

AW Aluminum

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Scope of Works



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Operation and Maintenance Manual

Section 1 – General Information

1.1 Project Details

| | |
|-------------------|--|
| AWA Job Reference | C651 |
| Client | Winvic Construction Ltd. |
| Project Name | P21-024 – Tungsten Calder Park |
| Site Address | Peel Avenue, Calder Park, Wakefield, WF4 3FL |

1.2 Scope of Works

Windows, Manual Doors, Auto Door, Curtain Walling, and Revolving Door, all as detailed on AW Aluminium Ltd.'s as-built drawings.

1.3 Cleaning & Maintenance

Glazing and Framework

Selection of Cleaning Materials:

Non- alkaline detergent and warm water may be safely applied to any of the aluminium finishes using a soft cloth or sponge. If there is any doubt, a few moments testing the cleaner on an unobtrusive area of the aluminium is advised. STEEL WOOL, STRONG ACIDS AND ALKALIS AND ABRASIVE CLEANERS SHOULD NEVER BE USED.

Frequency of Cleaning:

The accumulation of atmospheric grime makes it necessary to clean the surface of aluminium regularly to maintain its appearance. In badly polluted, coastal or large town/city locations it is recommended that cleaning is carried out at least once a month. In less polluted environments cleaning should be carried out at least once every three months.

Cleaning can usually be conveniently carried out when the window glass is cleaned.

Access:

All maintenance and/or cleaning MUST be carried out using safe and suitable equipment. This equipment must be in good condition and used/erected by a fully trained and certified operator.

The selection of any access equipment is the responsibility of the owner/occupier. This equipment MUST be safe and suitable for the purpose for which it is being used.

General:

Periodic checks must be made of framework, gaskets, sealants and ironmongery. Any damaged or deteriorated components should be repaired or replaced.

Moving parts such as hinges etc. should be wiped down and checked.

Moving parts such as doors and opening windows should be checked regularly and any defects should be reported to AW Aluminium Ltd or a fully qualified maintenance expert immediately.

Seals:

Periodic checks should be made of mastics and sealants. Generally a silicone based seal is used which should not be painted.

Any deteriorating sealant should be removed and replaced.

Where weather stripping has become damaged or worn, specialist advice should be taken to ensure that the correct materials are used and replaced in accordance with manufacturers details.

Glazing:

Apart from normal window cleaning, it is important that all glazing is inspected and maintained as required – details can be found in the DG unit manufacturer's warranty document. It is essential that water is prevented from leaking around glazing gaskets into the frame and lodging there. Framework and glazing gaskets should be inspected at yearly intervals or more frequently in exposed locations.

Where gaskets or mastic seals have been displaced or damaged, or where gaps have appeared, they should be re-fitted, replaced or cut back and capped with silicone sealant.

Most systems are designed to be drained and ventilated and checks should be made to ensure ventilation and drainage slots are clear.

Powder coating:

Any damaged areas of the surface coating should be touched up or repaired as appropriate, this work must be carried out by the original powder coating applicator.

Access:

All maintenance and/or cleaning **MUST** be carried out using safe and suitable equipment. This equipment must be in good condition and used/erected by a fully trained and certified operator.

DAMAGE REPAIR AND OR MODIFICATION

Any repair and or modification carried out on the systems supplied by AW Aluminium Ltd, without the approval of AW Aluminium Ltd, may invalidate any or all warranties applicable to this contract.

Should any repairs or modifications be required, please contact AW Aluminium Ltd.

Contact: Andrew Statham

Tel: 01302 365060

Mob: 07896554428

Email: andy@awaluminium.com

Certificates/Warranties/Guarantees



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Portal UK Automatic Doors

Unit 5, Windmill Trading Estate,
Windmill Lane, Denton, M34 3JN

Tel: 0844 770 4577

Eml: service@portaluk.net

Web: portalautomaticdoors.co.uk

AUTOMATIC DOOR COMMISSIONING SHEET

Job Ref: 12206

Site Address:

TUNGSTEN CALDER PARK,
PEEL AVENUE, WAKEFIELD, WF4 3FL.

Date: 29-06-22.

Make and Model: SW 300

Opening Width:

Door Location:

Double Swing

Single Swing

Double Side

Single Side

Single Telescopic

Double Telescopic

Times

Opening Time

5 s

Closing Time

6 s

Hold Open Time

6 s

Activation Distances

Straight Approach

1500 mm

Side Approach

1000 mm

Safety Device / s

Hold Open Beams

Number Fitted

1

Height above floor level

m

Presence Sensors

Field Width:

m

Field Depth:

300 mm

Hold open time:

30 s

Swing Only

Overhead:

Fitted / Not fitted

Door Mounted:

Fitted / Not fitted

Drawing in protection

Leading stile to jamb:

mm

Outer stile to mullion:

mm

* BARRIER LEFT ON SITE

Barrier rails / safety pocket screens:

Fitted / Not fitted

WITH WINDIC DUE TO

Finger guards:

Fitted / Not fitted

NO FLOOR BEING IN. ~~IF~~

Escape System

Fail open:

Satis / Not Satis

Signage fitted

Auto Door / KEYS CLEAR

Commissioned from

240v Mains

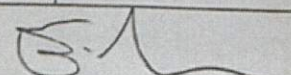
Temp Supply

Generator

Keys given to:

EMMA ASQUITH

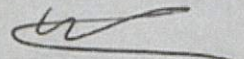
Signature (client):



Engineer name:

MACANLAY GILMORE

Signature (engineer):



Comments

FIRE + ACCESS PAIR LEFT OUT FOR OTHERS. (RED + BLACK)
ACCESS - (YELLOW + BLUE) N.O



Certificate of Warranty

This certificate is awarded to

12206 – Tungsten Calder Park, Peel Avenue, Wakefield, WF4 3FL

Portal UK Automatic Door Service & Maintenance Ltd completed and commissioned

1No ASSA ABLOY SW300 Single swing automatic door operator on

29/06/22

The company hereby warrants for a period of 12 Months

Portal UK Service & Maintenance Ltd, Unit 5 Windmill Trading Estate, Windmill Lane, Denton, Manchester, M34 3JN



AKZO NOBEL A P P L I C A T O R ' S G U A R A N T E E
F O R T H E C O A T I N G O F A L U M I N I U M A L L O Y S

We, CMK (Treatments) Ltd, being an Approved Applicator of Akzo Nobel polyester powder (Interpon D) for heat treated application to Aluminium Pressings, Sheetings and Extrusions hereby guarantee that, subject to the following terms and conditions all Interpon D(Matt, Gloss and Metallics), when applied by us will, at the point of application, meet the performance requirements of BS6496:1984 and will, for a period of 25 years from the date of application adhere to the product coated and have the following properties:

1. DEGREE OF GLOSS :

At the time of application the degree of gloss will be within seven units of the standard for the product. The measurement will be taken using the procedure described in BS3900 Part D5: 1980 using an incidence angle of 60 degrees and will be measured after the film has been cured at the recommended stoving schedule. Any gloss reduction occurs evenly over the surface without adversely affecting the uniform appearance.

2. LIGHT RESISTANCE:

Light resistance measured by reference to BS3900 Part D1: 1978 shall be to wool scale pattern No. 5 or greater complying with BS1006. A change may occur in the shade of the coating on the surface of the product but this will not affect the uniform appearance of the finish.

3. WEATHER RESISTANCE:

Weather resistance is measured by reference to BS 3900 PART F3: 1971, and shall correspond 'Grey Scale' 2 or greater.

The guarantee shall be subject to the following conditions:

(i)That the material coated is one of the following alloys, namely Aluminium alloys to BS1470, 1471, 1474 or other Aluminium alloys as shall be approved in writing by us prior to Application of the coating. (The British Standards for aluminium are currently being changed to European standards. Please contact us for details).

(ii)That the customer shall have requested the work to be carried out by us under the terms of this guarantee.

(iii) That the surface of the material to be coated is clean, not corroded nor previously chemically treated, when received by the Applicator.

(iv) That the material is cleaned at regular intervals of not more than eighteen months commencing with the date of installation. If any undue soiling is present then the coating should be cleaned more frequently. It is a condition of this guarantee that proof of cleaning is retained by the building occupier.

(v) That notification of any defect in the Interpon D coating is given to us in writing within 60 days of the defect becoming apparent.

(vi) That in the event of failure of any of the guaranteed properties our liability is limited to a sum equivalent to the cost of dismantling, remaking and refixing such parts as are necessary to enable us to rectify by reprocessing those parts which are affected, or, if the cost is less, then to carry out the rectification on site by repainting using an appropriate liquid paint system.

(vii) The maximum liability of our company in respect of any one claim or series of claims for any such failure in respect of any one occurrence or series of occurrences upon or attributable to one source or original cause shall not exceed £150,000.

(viii) Save where we are shown to have failed to exercise reasonable care in the application of the Interpon D powder we shall not be liable in any circumstances in respect of death or injury and under no circumstances whatsoever shall we be liable for consequential and indirect loss.

(ix) This guarantee shall only apply where the product to which the coating is applied is installed on premises within the United Kingdom, Channel Islands, Isle of Man, Eire or any of the following European countries, namely; Austria, Belgium, Denmark, Finland, France, Germany, Greece, Holland, Iceland, Italy, Luxembourg, Norway Portugal, Spain, Sweden. Switzerland, Turkey. For details regarding other countries please contact us.

(x) This guarantee shall be construed and interpreted in accordance with English Law and shall be subject to the jurisdiction of the English courts only. Where by virtue of any United Kingdom Act of Parliament, statutory rights are conferred for the benefit of the customer, such rights shall not be affected in any way by this guarantee.

(xi) That in the event of any claim against us under this guarantee, the burden of proof that we carried out the relevant work, and that all other conditions of the guarantee have been complied with rests with the customer.

(xii) That all payments relating to the work have been made under our terms and conditions, as agreed prior to the work commencing.

(xiii) This guarantee cannot be assigned without the written authorisation of CMK (Treatments) Ltd.

CMK (Treatments) Ltd shall incur no liability hereunder whatsoever in the event that any one or more of the following circumstances shall apply.

(i) The products to which our coatings is applied is exposed to continuous heat in excess of 110 degrees Celsius or is in the direct influence zones of the sea, acid or industrial or other aggressive emission sources which are known or believed to be damaging or corrosive to thermosetting powder coatings. Separate guarantees for marine, industrial and swimming pool environments are available subject to the acceptance of the location by Akzo Nobel. Please contact us for details.

(ii) The Interpon D coating is subjected to mechanical damage.

(iii) Remedial work of any kind is carried out on the Interpon D coating by any person other than ourselves, or our agents, at any time after we have applied the Interpon D coating to the product.

CERTIFICATE OF WARRANTY

Should a Carey Glass Double glazed unit fail, due to manufacturer's defect, within 10 years (5 years in timber frames) of its time of sale, it will be replaced free of charge, subject to the following conditions.

1. LIABILITY

Liability for failure will only be made under the following circumstances:

- The unit must be stored, handled, installed and maintained under the recommendations made in BS 6262 'Code of Practice for Glazing Buildings: 1982' and current GGF guidelines.
- The warranty applies only to installation in formal buildings service conditions within the United Kingdom.
- The unit must be seen to have failed due to manufacturing defect.
- Reasonable access to inspect an allegedly faulty unit must be afforded to the company prior to de-glazing and throughout the de-glazing process.

2. EXCLUSIONS

- The warranty does not cover consequential or loss incurred during the replacement process other than that which falls within the rights of the customer under Common Law or Status.
- The warranty does not cover units displaying the natural optical phenomena known as Brewster Fringes.
- This warranty is valid only with proof of purchase.
- Cost of re-glazing or de-glazing
- The warranty does not cover undrained frames in timber, plastic or aluminium and it is the responsibility of the purchaser to ensure that the frames continue to be drained for the duration of the sealed unit guarantee as failure to do this will result in the warranty being invalid.
- Units with integral blinds are subject of the separate warranty terms and conditions.

3. UNITS WITH INTEGRAL BLINDS WARRANTY

Pellini S.p.A. guarantees all ScreenLine® products against any possible manufacturing defect, provided they are properly installed into the sealed double

glass unit, in compliance with the instruction manual and the indications for a correct assembly, both supplied by Pellini S.p.A.

Guarantee will apply, starting from delivery date of products (as per delivery note):

- For a five-year period in standard conditions of use, to all components located inside the sealed double glass unit and
- For a two-year period in standard conditions of use, to all components located outside the double glazing unit.

It is understood that the present guarantee only concerns the ScreenLine® products, expressly excluding all possible expenses connected with the activities to be undertaken and the materials to be used to perform substitution of the ScreenLine® product (for instance but not limited to, shipping and installation costs).

Guarantee also covers motorised products for which Pellini S.p.A. offers a wide range of original accessories. Whenever ScreenLine® motorised blinds are used in combination with electronic accessories supplied by third parties, the Client shall ascertain the perfect compatibility of such accessories with products supplied by Pellini S.p.A., whose installation is reserved to skilled operators.

The technical features of Pellini S.p.A. products are described in the instruction sheets enclosed to the components or included into the corresponding technical catalogues.

Use of accessories that are not compatible with Pellini S.p.A. products or their unauthorised tampering immediately invalidates the terms of this guarantee.

This warranty is valid for Pellini S.p.A.'s clients to whom the ScreenLine® products have been sold and, consequently, cannot be transferred to third parties (unless otherwise agreed in writing with Pellini S.p.A.)

4. WARRANTY

This warranty is intended to give additional rights to those already enjoyed by any contract of sale or at Common Law

DUAL SEAL GLASS LIMITED - 5 YEAR WARRANTY

Project: Winvic, Tungsten

Address: Peel Avenue, Calder Park, Wakefield WF4 3FL

Customer: AW Aluminium Ltd

Address: Unit 14a, Wright Business Park, Carr Hill, Doncaster DN4 8DE

Issue Date: 22/08/22

1. This warranty applies to all insulating glass units manufactured by Dual Seal Glass Limited, in accordance with sealed unit quality standard EN 1279 and is valid for a period of 5 years from the date of delivery. It is only valid against insulating glass units supplied and manufactured by Dual Seal Glass Limited specifically for the project named above and is subject to the conditions set out below and the attached Dual Seal Glass Limited Warranty Analysis Report.
2. Dual Seal Glass Limited warrants that if any unbroken insulating glass unit is, through faulty manufacture;
 - a. affected by material visual obscuration due to condensation; or
 - b. in the case of coated glass, there is deterioration of the coating,

Dual Seal Glass Limited shall at its discretion either supply a replacement insulating glass unit or pay the reasonable cost of a replacement insulating glass unit provided that;

- a. the Customer gives notice in writing to Dual Seal Glass Limited during the warranty period within a reasonable time of discovery that some or all of the insulating glass units do not comply with the warranty set out in clause 2;
- b. the insulating glass units are unbroken;
- c. Dual Seal Glass Limited is given a reasonable opportunity of examining such insulated glass units prior to deglazing or during deglazing;
- d. the Customer (if asked to do so by Dual Seal Glass Limited) returns such units to Dual Seal Glass Limited at the Customer's cost;
- e. Dual Seal Glass Limited concludes that the insulating glass units are defective;
- f. the insulating glass units have been maintained in accordance with Appendix 1 and Appendix 2 of this warranty; and
- g. the insulating glass unit(s) have been handled, stored, installed and maintained in accordance with current best practice as defined in British Standard 8000 Parts 0 & 7, BS 6262 or the Glass and Glazing Federation Data Sheet 4.2 (System Design and Glazing Considerations for insulating glass units) as amended, appropriate Glazing Compound Manufacturers' technical specifications and any subsequent recommendations of Dual Seal Glass Limited.

If after inspection Dual Seal Glass Limited concludes that the insulating glass unit(s) is/are not defective, the Customer shall be responsible for any cost associated with inspection e.g. site access costs.

3. Dual Seal Glass Limited shall not be responsible for any costs associated with the replacement of any insulating glass unit including but not limited to;
 - a. installation, fitting, handling or storage of any insulating glass unit, panels, site access or other associated items; any glazing in respect of any replacement of any insulating glass unit and any associated glazing materials; and
 - b. any decoration of any insulating glass unit.

The Customer shall be responsible for all costs associated with the replacement of the insulating glass unit(s).

4. Should the Customer require an independent inspection of the sealed glass unit(s), a mutually acceptable independent body such as the Glass and Glazing Federation shall be appointed, and any cost/charges incurred by doing so shall be paid by:
 - a. Dual Seal Glass Limited if the decision is made in favour of the Customer; or
 - b. the Customer, if the decision is made in favour of Dual Seal Glass Limited.

5. **This warranty does not apply in the following circumstances:**

- a. the defect arises as a result of Dual Seal Glass Limited following any drawing, design or specification supplied by the Customer;
- b. the Customer alters or repairs the insulating glass units without the written consent of Dual Seal Glass Limited;
- c. the insulating glass units have cavity widths of less than 12 millimeters;
- d. insulating glass units which have not been maintained strictly in accordance with current industry recommendations (copies are available upon request in writing to Dual Seal Glass Limited) and/or any recommendations/methods of the glazing system manufacturer;
- e. insulating glass units showing the optical phenomenon occasionally seen as interference colour bands, known as "Brewster's Fringes";
- f. insulating glass units which have been exposed to abnormal conditions in service or, have been used or transported at altitudes over 800 metres, unless the warranty has been specifically extended in writing to cover that use or transportation;
- g. insulating glass units intended for structural glazing systems requiring specific ultra violet tolerance factors, unless a design variation incorporating ultra violet resisting seals has been stated in the original specification by the Customer and confirmed in writing with Dual Seal Glass Limited;
- h. insulating glass units to which any surface coating or film have been applied after leaving the manufacturing site, unless approved in writing by Dual Seal Glass Limited;
- i. insulating glass units affected by influences beyond the control of Dual Seal Glass Limited, including (but not limited to) incorrect installation, poor maintenance, building subsidence or movement, frame distortion, nickel sulphide or other inclusions; and spontaneous breakage caused by inclusions in glass. Such breakages are a rare occurrence and are not covered by glass manufacturers whether the glass is heat soak tested or not.



Dual Seal Glass Limited Warranty Analysis Report

NM User Danielle Adamson
NM Name O&M Information Request

| Customer Name | Order | PO TEXT1 | PO TEXT2 | This Order Contains |
|------------------|----------------------------------|------------------------------|------------|--|
| AW Aluminium Ltd | 1119982 | C651 | 9212-SN | COATED TOUGHENED FLOAT TOUGH |
| 1st Glass | 1st Spacer | 2nd Glass | 2nd Spacer | 3rd Glass |
| 6mm Tough Grey | 16mm Warm Edge Spacer P.U. Black | 6mm Tough Planitherm 1.0 FG | | |
| AW Aluminium Ltd | 708384 | C651-8958-SNStep | Tungsten | COATED TOUGHENED FLOAT TOUGH |
| 1st Glass | 1st Spacer | 2nd Glass | 2nd Spacer | 3rd Glass |
| 6mm Tough Grey | 16mm Warm Edge - DC3363 Black | 6mm Tough Planitherm 1.0 FG | | |
| AW Aluminium Ltd | 708405 | C651-8958-SNStep | Tungsten | COATED TOUGHENED FLOAT TOUGH |
| 1st Glass | 1st Spacer | 2nd Glass | 2nd Spacer | 3rd Glass |
| 6mm Tough Grey | 16mm Warm Edge - DC3363 Black | 6mm Tough Planitherm 1.0 FG | | |
| AW Aluminium Ltd | 1119198 | C651-8958-SNStep | Tungsten | COATED TOUGHENED FLOAT TOUGH |
| 1st Glass | 1st Spacer | 2nd Glass | 2nd Spacer | 3rd Glass |
| 6mm Tough Grey | 16mm Warm Edge - DC3363 Black | 6mm Tough Planitherm 1.0 FG | | |
| AW Aluminium Ltd | 1119199 | C651-8958-SNStep | Tungsten | 100mm Fabrock Plus Foiled Insulation(25) CERAMIC TOUGHENED FLOAT TOUGH |
| 1st Glass | 1st Spacer | 2nd Glass | 2nd Spacer | 3rd Glass |
| 6mm Tough Grey | 16mm Warm Edge - DC3363 Black | 6mm Ral 7016 Anthracite Grey | | |

6. Except as provided in clause 2, Dual Seal Glass Limited shall have no liability to the Customer in respect of the insulating glass units' failure to comply with the warranty. Dual Seal Glass Limited shall not be liable for any labour, materials, loss (including loss of profits), costs or damages (whether special or consequential or otherwise) howsoever caused or arising and whether direct or indirect.
7. All replacement insulating glass unit(s) supplied will be on a "like for like" basis using standard components available at the time of construction. Should it be necessary to source the replacement sealed unit from another supplier, this warranty would not apply for that product.
8. This warranty applies only to insulating glass units installed within the United Kingdom.
9. A claim is only valid when it is made in writing to Dual Seal Glass Limited, 403 Leeds Road, Huddersfield, West Yorkshire, HD2 1XU, prior to the fifth anniversary of the date of delivery of the insulating glass unit(s) from Dual Seal Glass Limited.
10. Any replacement for an insulating glass unit to be provided under the terms of this warranty shall be the nearest available equivalent product reasonably obtainable at the time of replacement and will be delivered to the Customer's normal place of business. Any replacement insulating glass unit shall have the benefit of this warranty for a term which expires the same date as the original term of **five years** referred to in this warranty.
11. This warranty does not form part of any contract of sale, but is not intended to affect, or otherwise replace, rights or obligations conferred by any contract of sale, or by common law.
12. Any claim under this warranty will be governed by the laws of England and Wales and shall be referred to a court having jurisdiction in England.
13. The benefit of this warranty is not assignable or transferable to third parties.

COMPLIANCE WITH DUAL SEAL GLASS LIMITED MAINTENANCE RECOMMENDATIONS IS ESSENTIAL. FAILURE TO COMPLY WITH THEM WILL INVALIDATE THIS WARRANTY.

Validation Date: 22.08.22

Print Name: DANIELLE ADAMSON

Signature: D. Adamson

Quality Technical Assistant of Dual Seal Glass Limited.

DUAL SEAL GLASS LIMITED - 5 YEAR WARRANTY

APPENDIX 1

INSULATING GLASS UNIT MAINTENANCE

General Principles

The fundamental principles underlying the correct glazing of well made insulating glass units in order to achieve a long service life are: -

- Prevention of prolonged contact of moisture with the edge seal of the unit
- Compatibility between the edge seal of the unit, the glazing materials and if applicable, coatings on the glass
- Protection of the edge seal of the unit against sunlight
- Quality of workmanship

It is important to realise that insulating glass units are fundamentally different from most single glasses, in that they have an organic edge seal. However well they are glazed, insulating glass units cannot be expected to have the same life expectancy as single glass.

Moisture Attack

The major enemy of insulated glass units is liquid water. If liquid water is trapped against the edge seal of a unit for a long period, failure of the adhesive bond of the sealant to the glass will result. This will allow liquid water and / or moisture to pass between the edge sealant and the glass, which leads to excessive moisture vapour in the unit cavity and ultimately to condensation on the internal glass surfaces.

Under prolonged contact with liquid water, the insulated glass unit will fail prematurely. Even if failure of the adhesive bond of the sealant does not occur, the presence of liquid water in the glazing rebate will lead to premature failure of an insulated glass unit.

Water in the form of moisture vapour is able to permeate through the edge sealant into the insulated glass unit cavity. The rate of permeation of moisture vapour is dependent on the properties of the edge sealant and the concentration of moisture vapour. However low the rate of moisture vapour permeation, it is inevitable that, after a period of time, excess moisture in the insulated glass unit cavity will occur and condensation on the internal glass surfaces will result.

Moisture can penetrate into the frame rebate area, either through or around the glazing system, or through frame joints into the glazing system, from a variety of sources such as;

- Rainwater
- Window cleaning operations
- Condensation within frame sections
- Condensation on the room side or outside glass surfaces

All glazing systems must protect the edge seal of the insulated glass unit, either by preventing access of water to the seal, or by ensuring that any water which penetrates as far as the edge seal is soon removed by drainage / ventilation of the rebate area.

Cleaning and Maintenance Regimes



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Cleaning and Maintenance Regimes

This maintenance schedule for **P19-024 Calder Park** and is to be followed from PC date **30/08/2022** year on year to ensure all plant and equipment is kept within warranty.

Please keep a log of these inspections so that records can be checked should an issue arise.

Code; ✓ Blue – Recommended ✓ Red – To Maintain Warranty

| Item | Daily | Weekly | Monthly | 3 Months | 6 Months | 9 Months | Annually | 5 Yearly | Certificates | Regime |
|----------------------------------|-------|--------|---------|----------|----------|----------|----------|----------|--|---|
| Powder Coated Aluminium Products | | | | ✓ | ✓ | | | | See section 2 of AW Aluminium's issues O&M | a cleaning schedule of no longer than 6 (six) months between clean downs is required to meet the requirements of the powder manufacturers and BS12206:2004 to maintain this guarantee; and fully corroborated documented records of such clean downs must be kept and cleaning should be carried out in accordance with our maintenance sheet, downloadable from APC Architectural Powder Coatings website. |
| Auto Doors | | | | | ✓ | | ✓ | | See section 4 of AW Aluminium's issues O&M | It is essential to ensure that your doors conform to the current legislations and does not impose a risk to users. In accordance with BS EN 16005 it is also a necessity to have a door serviced at least once a year. We recommend two visits a year. |
| Glass | | | | ✓ | | | ✓ | | See section 3 of AW Aluminium's issues O&M | Cleaning should include washing, rinsing and drying of the glass using mild soap or neutral detergent followed by a clean water rinse which must be removed immediately. All cleaning implements should be free from abrasive particles. Any oils or products used for installation purposes must be removed. |
| Seals | | | | | | | | | See section 1 of AW Aluminium's issues O&M | Periodic checks should be made of mastics and sealants. seals should not be painted. Any deteriorating sealant should be removed and replaced. (this should be organised with AW Aluminium). Cleaning should include washing, rinsing and drying of the glass using mild soap or neutral detergent followed by a clean water rinse which must be removed immediately. |

| Item | Daily | Weekly | Monthly | 3 Months | 6 Months | 9 Months | Annually | 5 Yearly | Certificates | Regime |
|---------------------|-------|--------|---------|----------|----------|----------|----------|----------|--|---|
| General Maintenance | | | | ✓ | | | | | See section 1 of AW Aluminium's issues O&M | For more general cleaning advice please see our cleaning overview in section 1 of our O&M Manual. |



Unit 5, Windmill Trading Estate, Windmill Lane, Denton, Manchester, M34 3JN

TEL: 0161 343 5216 **OR:** 0844 770 4577 **EMAIL:** service@portaluk.net

COMPANY REG: 8461280 **VAT No.** 161675304 **UTR No.** 28475 29711

Service and Maintenance Contract Proposal

Dear Whom It May Concern,

Portal UK Automatic Doors Service And Maintenance LTD would like to offer an exclusive after care treatment for your automatic door operators that were recently installed at your premises by ourselves. We trust that the equipment is operating efficiently and will continue to do so.

The contracts that we offer are flexible, whether it be a certain month/date or time. We also leave the option open for further doors within your building or a new building to be added to an existing service and maintenance contract.

It is essential to ensure that your doors conform to the current legislations and does not impose a risk to users. In accordance with BS EN 16005 it is also a necessity to have a door serviced at least once a year. We recommend two visits a year.

We would like to make sure we cover you in the below:

- Ensure that automatic doors comply in line with BS BS7036/96
- Help you meet your legal compliances
- Facilitate the safeguarding and security of your end-users, products & premises
- Respond to a breakdown call-out within agreed reaction times.
- Exclusive call-out rates
- 15% discount on any parts used

As a service contract holder with us you will receive preferential call-out rate and have a priority over non-contract holders regarding response times to break down call-outs.

Should you wish to receive your personalised proposal along with your contract holder call-out rates please send the completed form to service@portaluk.net.

Should you have any queries please do not hesitate to contact us.

Yours Sincerely,

Service Team

Tel: 0161 343 5216

E-mail: service@portaluk.net

Service and Maintenance Contract Proposal Form

Site Address:

How Many Visits Per Year: _____

How Many Doors Req' A Service: _____

Locations Of Doors: _____

Contact Name: _____

Contact Number: _____

Contact Email: _____

Any Special Requirements: (Times / Booking In / Requesting Of Purchase Order...etc)

Invoice Address if different from site address:

Once form is completed please send to service@portaluk.net

If you require any further information please do not hesitate to contact us.

Contract Customers Receive Priority Response

Office: 0161 343 5216

Email: Service@portaluk.net



Unit 8, Berkeley Business Park, Turner Street, Ashton-Under-Lyne, OL6 8LB

TEL: 0161 343 5216 **OR:** 0844 770 4577 **EMAIL:** service@portaluk.net

COMPANY REG: 8461280 **VAT No.** 161675304 **UTR No.** 28475 29711

Service and Maintenance Contract Proposal

Dear Whom It May Concern,

Portal UK Automatic Door Service and Maintenance Ltd would like to offer an exclusive after care treatment for your automatic door operators, not only on our own operators but any make and model. We would like to offer you a non-obligation quotation for a service and maintenance contract.

These contracts are flexible, whether it be a certain month/date or time. We also leave the option open for further doors within your building or a new building to be added to your service and maintenance contract. Please contact if this is the case.

It is essential to ensure that your doors conform to the current legislations and does not impose a risk to users. In accordance with BS EN 16005 it is also a necessary to have a door serviced at least once a year.

We would like to make sure we cover you in the below:

Ensure that automatic doors comply in line with BS EN 16005 & BS7036/96

Help you meet your legal compliances

Facilitate the safeguarding and security of your end-users, products & premises

Respond to a breakdown call-outs within 48 hours of being logged

Exclusive call out rates

15% discount on any parts used

The service and maintenance contract we provide is for the duration of 12 months, within that period we recommended two service visits. As a service contract holder with ourselves you will receive preferential call-out rates, also have a priority over non-contract holders regarding response times to break down call outs.

Please see below our service and maintenance contract quotation for your consideration. Should you wish to take up our offer, please complete the form below and return to us whichever way should be best for you.

Should you have any quires please do not hesitate to contact us.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Georgia Leigh Kirkham".

Georgia Leigh Kirkham

On behalf of Portal UK Automatic Door Service and Maintenance Ltd

T; 0161 343 5216

E-mail; service@portaluk.net



Service and Maintenance Contract Proposal

Occupiers Liability Act

Under the legislation you must ensure your premises are safe for visitors and employees. This can be done by simply maintaining your doors to the relevant British Standards such as BS EN 16005 & BS7036/96. Failing to do so and an incident arises you may be liable.

However, we would like to help prevent this as much as possible. If you hold a service and maintenance contract with ourselves this passes the responsibility of the maintenance on to us at Portal UK.

Engineers

All our engineers we use by **Portal UK Automatic Door Service and Maintenance Ltd** have a wealth of experience in all types of equipment. All our engineers have taken the ADSAs' competency exam giving them authorisation to carry out maintenance, repairs and installations in compliance with this legislation.

Following each service visit, you will be issued with a certificate providing conformity to BS EN 16005 & BS7036/96. We will also provide a copy of the worksheet completed by the engineer at the time of service, and quote any requirements.

We keep a record of all attended visits and any issues during and throughout. This helps us build a relationship with the site and understand how the doors operate.

Service and Maintenance Contract Proposal

Portal UK Automatic Door Service and Maintenance Ltd proposes to carry out a service and maintenance of

Maintenance Agreement

To attend site and carry out a service & maintenance visit on your:

Automatic Doors

£145.00 + Vat For 1st Door On Site & £47.50 + Vat For Every Other Door
On The Same Site

Contract Customers Receive Priority Response

*Please note the above price is just a guide line, please contact the office for further information/prices.

Office: 0161 343 5216

Email: Service@portaluk.net

Order Number for invoicing purposes: _____

Signature: _____

Print Name: _____

Contact Number: _____

Contact Email: _____

Contact Name: _____

Site Address: _____

Any Special Requirements: (Times / Booking In / Requesting Of Purchase Order...etc)

Invoice Address if different from site address:

This quotation is valid for 3 months from end date of warranty period. Notification of contract price is advised annually. Payment terms 30 days from invoice date, invoice will follow after a maintenance visit. Any changes to the above contract need to be made in writing. Exceptions: Door leaves, locks, framing, glazing, vandalism and misuse or abuse are not covered by this agreement. Please note once accepted this is a rolling contract, until cancellation from either party.

Contract Holders Call-out Rates For:
South Of North West / Yorkshire & Humberside / East Of England / Wales

*Please note all rates include travel to and from site

Weekday Call-out Rates

| | |
|--------------------------------------|---------------|
| 8am to 6pm – Monday to Friday | £145.00 + vat |
| Additional hours following the first | £47.50 + vat |

Weekday Out Of Hours Call-out Rates

| | |
|--------------------------------------|---------------|
| 6pm to 8am – Monday to Friday | £217.50 + vat |
| Additional Hours following the first | £71.25 + vat |

Weekend Call-out Rates

| | |
|--------------------------------------|---------------|
| Saturday All Day | £217.50 + vat |
| Additional hour following the first | £71.25 + vat |
| Sunday All Day | £217.50 + vat |
| Additional hours following the first | £71.25 + vat |

Manual Aluminium Door Call-outs

| | |
|--------------------------------------|---------------|
| 8am to 6pm – Monday to Friday | £145.00 + vat |
| Additional hours following the first | £47.50 + vat |

For further details of the works that are carried out during a maintenance visit, or for any queries. Please do not hesitate to contact us – Office: 0161 343 5216

Contract Holders Call-out Rates For:
South West / South East / London

*Please note all rates include travel to and from site

Weekday Call-out Rates

8am to 5pm – Monday to Friday £165.00 + vat / £198.00 + vat

Additional hours following the first £55.00 + vat

Weekday Out Of Hours Call-out Rates

5pm to 8am – Monday to Friday £247.50 + vat / £297.00 + vat

Additional Hours following the first £82.50 + vat

Weekend Call-out Rates

Saturday All Day £247.50 + vat / £297.00 + vat

Additional hour following the first £82.50 + vat

Sunday All Day £217.50 + vat / £297.00 + vat

Additional hours following the first £82.50 + vat

Manual Aluminium Door Call-outs

8am to 5pm – Monday to Friday £165.00 + vat / £198.00 + vat

Additional hours following the first £55.00 + vat

Please note that the above call-out rates are guidelines

For further details of the works that are carried out during a maintenance visit,
or for any queries. Please do not hesitate to contact us – Office: 0161 343 5216

Contract Holders Call-out Rates For:
East Midlands / West Midlands

*Please note all rates include travel to and from site

Weekday Call-out Rates

8am to 5pm – Monday to Friday £125.00 + vat

Additional hours following the first £47.50 + vat

Weekday Out Of Hours Call-out Rates

5pm to 8am – Monday to Friday £187.50 + vat

Additional Hours following the first £71.25 + vat

Weekend Call-out Rates

Saturday All Day £187.50 + vat

Additional hour following the first £71.25 + vat

Sunday All Day £187.50 + vat

Additional hours following the first £71.25 + vat

Manual Aluminium Door Call-outs

8am to 5pm – Monday to Friday £125.00 + vat

Additional hours following the first £47.50 + vat

Please note that the above call-out rates are guidelines

For further details of the works that are carried out during a maintenance visit,
or for any queries. Please do not hesitate to contact us – Office: 0161 343 5216



Portal UK Automatic Door Service & Maintenance Ltd

Unit 5 Windmill Trading Estate

Windmill Lane

Denton

Manchester

M34 3JN

T: 01613435216 (Office)

T: 08447704577 (Out of hours)

FAX: 08447704599

EMAIL: service@portaluk.net

WEBSITE: www.portalautomaticdoors.co.uk

Data Sheets



winvic

winvic.co.uk

DESIGN LIFE DATA SHEET

TECHNAL

(The following information is applicable only to items supplied by Hydro Building Systems UK Ltd)

| | | Categories of design life as per BS 7543:2015 Table 1 | | | Categories of effects of failure BS 7543:2015 Table 2 | |
|--|------------------------|--|----------------------|---------------------|--|--|
| System Component | Reference Service Life | Category Maintainable | Category Replaceable | Category Short-term | Failure Category | Comments |
| Aluminium extrusions | 60 years | | X | | D | Aluminium Extrusions 6060/6063 Alloy suitable for aluminium windows, doors and curtain walling |
| Polyester Powder Coatings | 25 years | X | | | D | Polyester Powder coatings require regular cleaning to maintain the finish. Maintenance shall be in accordance with the powder coating manufacturers recommendations. Full maintenance records must be retained. Coatings subject to corrosive, marine, or chemical environments will be subject to special attention and requirements from the applicator, powder supplier and manufacturer prior to any order placement |
| Anodising | 60 years | X | | | D | Maintenance shall be in accordance with the anodisers recommendations. Full maintenance records must be retained. Finishes subject to corrosive, marine, or chemical environments will be subject to special attention and requirements from the anodiser and need to be advised prior to any order placement |
| Gaskets (accessible) | 25 years | | X | | E | Clean with soapy water when frames are cleaned |
| Ironmongery (hinges, locks, handles etc) | 10 years | | | X | F/G | Maintain in accordance with hardware manufacturers recommendations. Full maintenance and servicing records to be kept |
| Fixing brackets | 60 years | | X | | E/F | Inspect periodically in line with the suppliers recommendations. Special checks should be carried out after severe storms |
| Fastening components (stainless steel) | 60 years | X | | | E/F | Inspect periodically 12-24 months where possible and tighten as necessary |
| Assembly sealants | 25 years | | | X | D | |

Categories of Design Life

| Category Description | Life | Typical examples |
|----------------------|---|---|
| Maintainable | Lasts, with periodic treatment | Windows, doors and curtain walling |
| Replaceable | Shorter life than the building and replacement can be envisaged at design stage | Gaskets and fixing brackets |
| Short-term | Shorter life than the building and readily replaceable | Window and hood hardware such as locks, keeps and actuators |

Categories of Effects of Failure

| Category | Effect | Example |
|----------|------------------------------|---|
| D | Costly repair | Cranage or mast climbers required to give access for retrofit |
| E | Costly because repeated | Window fastening replacement |
| F | Interruption to building use | Façade replacement |
| G | Security Compromised | Broken door latch |



SAFETY DATA SHEET ARBOSIL LM - Colours

SECTION 1: IDENTIFICATION OF THE SUBSTANCE/MIXTURE AND OF THE COMPANY/UNDERTAKING

1.1. Product identifier

Product name ARBOSIL LM - Colours

1.2. Relevant identified uses of the substance or mixture and uses advised against

Identified uses Sealant.

1.3. Details of the supplier of the safety data sheet

Supplier Adshead Ratcliffe & Co. Ltd.
Derby Road, Belper
Derbyshire.
DE56 1WJ
Tel. (+44) 01773 826661
Fax. (+44) 01773 821215
sds@arbo.co.uk

1.4. Emergency telephone number

(+44) 01773 826661 (office hours only)

SECTION 2: HAZARDS IDENTIFICATION

2.1. Classification of the substance or mixture

Classification (1999/45/EEC) R43.

2.2. Label elements

Contains METHYL-0,0',0"-BUTAN-2-ONE-TRIOXIMOSILANE

Labelling



Irritant

Risk Phrases

Safety Phrases R43 May cause sensitisation by skin contact.

S24 Avoid contact with skin.
S37 Wear suitable gloves.

2.3. Other hazards

SECTION 3: COMPOSITION/INFORMATION ON INGREDIENTS

3.2. Mixtures

| | | |
|---|---|--------|
| METHYL-0,0',0"-BUTAN-2-ONE-TRIOXIMOSILANE | | 1 - 5% |
| CAS-No.: 22984-54-9 | EC No.: 245-366-4 | |
| Classification (EC 1272/2008) Skin Irrit. 2 - H315 Eye Irrit. 2 - H319 Skin Sens. 1 - H317 | Classification (67/548/EEC) Xi;R36/38. R43. | |

ARBOSIL LM - Colours

| | | |
|---|-----------------------------|------|
| 3-(2-AMINOETHYLAMINO)-PROPYLTRIMETHOXSILANE | | < 1% |
| CAS-No.: 1760-24-3 | EC No.: 217-164-6 | |
| Classification (EC 1272/2008) | Classification (67/548/EEC) | |
| Acute Tox. 4 - H332 | Xn;R20. | |
| Eye Dam. 1 - H318 | Xi;R41. | |
| Skin Sens. 1 - H317 | N;R51/53. | |
| Aquatic Chronic 2 - H411 | R43. | |

The Full Text for all R-Phrases and Hazard Statements are Displayed in Section 16.

SECTION 4: FIRST AID MEASURES

4.1. Description of first aid measures

General information

In all cases of doubt, or if symptoms persist, seek medical attention. Never give anything by mouth to an unconscious person.

Inhalation

Remove victim immediately from source of exposure. Move into fresh air and keep at rest. Get medical attention if any discomfort continues.

Ingestion

Immediately rinse mouth and drink plenty of water (200-300 ml). Give milk instead of water if readily available. DO NOT induce vomiting. Get medical attention immediately.

Skin contact

Wipe off excess material with cloth or paper. Wash skin thoroughly with soap and water. Get medical attention if irritation persists after washing.

Eye contact

Promptly wash eyes with plenty of water while lifting the eye lids. Make sure to remove any contact lenses from the eyes before rinsing. Continue to rinse for at least 15 minutes. Get medical attention if any discomfort continues.

4.2. Most important symptoms and effects, both acute and delayed

Inhalation.

No specific symptoms noted.

Ingestion

May cause discomfort if swallowed.

Skin contact

Allergic rash.

Eye contact

May cause temporary eye irritation.

4.3. Indication of any immediate medical attention and special treatment needed

Treat Symptomatically.

SECTION 5: FIREFIGHTING MEASURES

5.1. Extinguishing media

Extinguishing media

Water spray, fog or mist. Foam, carbon dioxide or dry powder.

Unsuitable extinguishing media

Do not use water jet as an extinguisher, as this will spread the fire.

5.2. Special hazards arising from the substance or mixture

Hazardous combustion products

Thermal decomposition or combustion may liberate carbon oxides and other toxic gases or vapours.

Unusual Fire & Explosion Hazards

No unusual fire or explosion hazards noted.

Specific hazards

In case of fire, toxic gases may be formed (COx, NOx).

5.3. Advice for firefighters

Special Fire Fighting Procedures

No specific fire fighting procedure given.

Protective equipment for fire-fighters

Self contained breathing apparatus and full protective clothing must be worn in case of fire.

SECTION 6: ACCIDENTAL RELEASE MEASURES

6.1. Personal precautions, protective equipment and emergency procedures

Wear appropriate protective clothing. Avoid contact with eyes and skin.

6.2. Environmental precautions

Do not discharge into drains, water courses or onto the ground.

6.3. Methods and material for containment and cleaning up

Collect in containers and seal securely. Clean any slippery coating that remains using a detergent / soap solution or other biodegradable cleaner.

6.4. Reference to other sections

For personal protection, see section 8. See section 11 for additional information on health hazards. For waste disposal, see section 13.

SECTION 7: HANDLING AND STORAGE

7.1. Precautions for safe handling

Avoid spilling, skin and eye contact. Persons susceptible to allergic reactions should not handle this product. Observe good chemical hygiene practices.

7.2. Conditions for safe storage, including any incompatibilities

Store in tightly closed original container in a dry, cool and well-ventilated place.

Storage Class
Unspecified storage.

7.3. Specific end use(s)

The identified uses for this product are detailed in Section 1.2.

Usage Description
Gunnable sealant.

SECTION 8: EXPOSURE CONTROLS/PERSONAL PROTECTION

8.1. Control parameters

Ingredient Comments
No exposure limits noted for ingredient(s).

8.2. Exposure controls

Protective equipment



Engineering measures

Provide adequate general and local exhaust ventilation.

Respiratory equipment

If ventilation is insufficient, suitable respiratory protection must be provided. Use of ABEK mask filter during prolonged exposure advised.

Hand protection

Use protective gloves. The most suitable glove must be chosen in consultation with the gloves supplier, who can inform about the breakthrough time of the glove material.

Eye protection

Wear approved chemical safety goggles where eye exposure is reasonably probable.

Hygiene measures

DO NOT SMOKE IN WORK AREA! Wash hands at the end of each work shift and before eating, smoking and using the toilet. Wash promptly with soap & water if skin becomes contaminated. Promptly remove any clothing that becomes contaminated. When using do not eat, drink or smoke.

SECTION 9: PHYSICAL AND CHEMICAL PROPERTIES

9.1. Information on basic physical and chemical properties

| | |
|------------|--------------------|
| Appearance | Thixotropic paste. |
| Colour | Misc. colours. |

ARBOSIL LM - Colours

| | |
|---|------------------------|
| Odour | Noticeable. |
| Solubility | Insoluble in water |
| Initial boiling point and boiling range | Not applicable. |
| Melting point (°C) | Not applicable. |
| Relative density | 1.28 @ 20°C |
| Vapour density (air=1) | Not applicable. |
| Vapour pressure | Not applicable. |
| Evaporation rate | Not applicable. |
| pH-Value, Conc. Solution | Not applicable. |
| pH-Value, Diluted Solution | Not applicable. |
| Viscosity | 8000 - 10000 Ps @ 20°C |
| Solubility Value (G/100G H ₂ O@20°C) | Not applicable. |
| Decomposition temperature (°C) | Not determined. |
| Odour Threshold, Lower | Not determined. |
| Odour Threshold, Upper | Not determined. |
| Flash point | Not applicable. |
| Auto Ignition Temperature (°C) | 430 |
| Flammability Limit - Lower(%) | Not applicable. |
| Flammability Limit - Upper(%) | Not applicable. |
| Partition Coefficient (N-Octanol/Water) | Not applicable. |
| Explosive properties | Not applicable. |
| Other properties | Not applicable. |

9.2. Other information

None.

SECTION 10: STABILITY AND REACTIVITY

10.1. Reactivity

No specific reactivity hazards associated with this product.

10.2. Chemical stability

Stable under normal temperature conditions and recommended use. Moisture curing process releases: a small amount of butanone-2-oxime (MEKO)

10.3. Possibility of hazardous reactions

Not known.
Hazardous Polymerisation

Will not polymerise.

10.4. Conditions to avoid

Avoid excessive heat for prolonged periods of time. Avoid contact with: moisture

10.5. Incompatible materials

Materials To Avoid

Strong oxidising substances.

10.6. Hazardous decomposition products

In case of fire, toxic gases (CO, CO₂, NO_x) may be formed. Temperatures of ~ 150 C may generate: A small amount of formaldehyde, through oxidation.

SECTION 11: TOXICOLOGICAL INFORMATION

11.1. Information on toxicological effects

Toxic Dose 1 - LD 50

Methyl-0-0'-0"-butan-2-one-trioximosilane >1000 mg/kg (oral rat)

Toxic Conc. - LC 50

Methyl-0-0'-0"-butan-2-one-trioximosilane >50 mg/l/4h (inh-rat)

Toxicological information

The product has been assessed following the conventional method of the Dangerous Preparations Directive 1999/45/EC and classified for toxicological hazards accordingly. Butanone-2-oxime (MEKO) is damaging to nasal membranes in rats and mice at a concentration in excess of 10ppm over a prolonged period of time.

ARBOSIL LM - Colours

Acute toxicity:

Based on available data the classification criteria are not met.

Skin Corrosion/Irritation:

Based on available data the classification criteria are not met.

Respiratory or skin sensitisation:

The product contains a small amount of a sensitising substance which may cause an allergic reaction in sensitive individuals.

Germ cell mutagenicity:

Based on available data the classification criteria are not met.

Carcinogenicity:

This substance has no evidence of carcinogenic properties.

Reproductive Toxicity:

Based on available data the classification criteria are not met.

Inhalation

No specific health warnings noted.

Ingestion

May cause discomfort if swallowed.

Skin contact

May cause sensitisation by skin contact.

Eye contact

May cause irritation to eyes.

Health Warnings

Moisture curing process releases a small amount of butanone-2-oxime (MEKO) which can irritate skin and mucous membranes. Prolonged exposure to large quantities of MEKO may cause irreversible damage to health.

Route of entry

Skin and/or eye contact.

Medical Symptoms

Allergic rash.

Medical Considerations

Skin disorders and allergies.

SECTION 12: ECOLOGICAL INFORMATION

Ecotoxicity

The product has been assessed following the conventional method of the Dangerous Preparations Directive 1999/45/ EC and classified for ecotoxicological hazards accordingly. In cross-linked state not soluble in water. Easily separable from water by filtration.

12.1. Toxicity

There are no data for the product.

Acute Toxicity - Fish

LC50 96 hours MEKO 48 mg/l *Lepomis macrochirus* (Bluegill)

Acute Toxicity - Aquatic Invertebrates

EC50 48 hours MEKO 750 mg/l *Daphnia magna*

12.2. Persistence and degradability

Degradability

The product is not expected to be biodegradable.

12.3. Bioaccumulative potential

ARBOSIL LM - Colours

Bioaccumulative potential

Bioaccumulation is unlikely to be significant because of the low water solubility of this product.

Partition coefficient Not applicable.

12.4. Mobility in soil

Mobility:

The product is insoluble in water.

12.5. Results of PBT and vPvB assessment

This product does not contain any PBT or vPvB substances.

12.6. Other adverse effects

None known.

SECTION 13: DISPOSAL CONSIDERATIONS

General information

Waste is classified as hazardous waste. Disposal to licensed waste disposal site in accordance with the local Waste Disposal Authority.

13.1. Waste treatment methods

Confirm disposal procedures with environmental engineer and local regulations.

Waste Class

Recommended EWC Code 08 04 09*

H13 - Sensitising

SECTION 14: TRANSPORT INFORMATION

General

The product is not covered by international regulation on the transport of dangerous goods (IMDG, IATA, ADR/RID).

14.1. UN number

No information required.

14.2. UN proper shipping name

No information required.

14.3. Transport hazard class(es)

No information required.

14.4. Packing group

No information required.

14.5. Environmental hazards

Environmentally Hazardous Substance/Marine Pollutant

No.

14.6. Special precautions for user

No information required.

14.7. Transport in bulk according to Annex II of MARPOL 73/78 and the IBC Code

No information required.

SECTION 15: REGULATORY INFORMATION

15.1. Safety, health and environmental regulations/legislation specific for the substance or mixture

Guidance Notes

Workplace Exposure Limits EH40.

EU Legislation

Dangerous Preparations Directive 1999/45/EC. Regulation (EC) 1907/2006 REACH. Regulation (EC) 1272/2008 CLP.

15.2. Chemical Safety Assessment

No chemical safety assessment has been carried out.

SECTION 16: OTHER INFORMATION

Revision Comments

New format as required by REACH Annex II

Revision Date 15/06/12

Supersedes date 20/10/10

SDS No. 10136

Risk Phrases In Full

R20 Harmful by inhalation.

R36/38 Irritating to eyes and skin.

R43 May cause sensitisation by skin contact.

R41 Risk of serious damage to eyes.

R51/53 Toxic to aquatic organisms, may cause long-term adverse effects in the aquatic environment.

Hazard Statements In Full

H318 Causes serious eye damage.

H319 Causes serious eye irritation.

H315 Causes skin irritation.

H332 Harmful if inhaled.

H317 May cause an allergic skin reaction.

H411 Toxic to aquatic life with long lasting effects.

Disclaimer

This information relates only to the specific material designated and may not be valid for such material used in combination with any other materials or in a process. Such information is, to the best of the company's knowledge and belief, accurate and reliable as of the date indicated. However, no warranty guarantee or representation is made to its accuracy, reliability or completeness. It is the user's responsibility to satisfy himself as to the suitability of such information for his own particular use.

Glazing Workmanship

Site facilities and conditions and the skills of operators can vary considerably. Supervision is difficult and as a result the quality of workmanship may vary widely and with it the durability and reliability of the system. The workmanship for on-site glazing must conform to BS 8000 Part 0 & 7 and to Glass and Glazing Federation Data Sheet 4.2. Compared with on-site glazing, factory glazing has the advantages of being easier to control the quality of workmanship and of being carried out in a clean, dry atmosphere without problems of access to frames.

Glazing contractors should be properly trained and conversant with good glazing practice.

Unit Handling and Storage

All insulated glass units must be handled with care. Insulated glass units should be checked on arrival to ensure that they conform to specification. If the insulated glass units are found to be wet, they must be dried. All insulated glass units must be stored inside away from sunlight (if stored outside, they must be ventilated to avoid the formation of condensation and protected from direct sunlight) to avoid thermal stress. All insulated glass units must be stored on their edge, in dry conditions, with adequate support to prevent distortion or bowing. Suitable soft surface supporting blocks should be used to prevent edge damage. Insulated glass units, which absorb a considerable amount of heat (solar control units), are particularly vulnerable in service if the edge is damaged. Reference should be made to the Glass & Glazing Federation Code of Practice: Use of Stillages by Contractors.

Maintenance

Materials used in insulated glass units have been tested prior to manufacture and have been selected for their suitability in respect of long term, relatively maintenance free service life. Inspections of the installed glazing should be carried out after approximately one year and periodically thereafter as deterioration could take place as a result of incorrect application, vandalism or damage caused by birds. Where gaskets have been displaced or damaged, allowing liquid water to enter the rebate, a competent person with correct materials should repair them. Inspections should be carried out to check that the drainage holes or slots have not become blocked with debris.

It is advisable to examine the effectiveness of the seal of the exposed frame joints, which may determine the weather-tightness of the rebates. Failure to make the frames watertight may lead to excessive movement occurring due not only to swelling and shrinkage of the components but also to distortion. This will then cause excessive movement and stress in the glazing components, which may well exceed their movement capability resulting in failure of the glazing system, putting the insulated glass unit at much greater risk of premature failure.

Washing of Insulating Glass Units (without external coatings)

Glass needs to be periodically washed to remove visible dirt and to prevent accumulations of dirt from bonding to or attacking the surface. ***Glass should be cleaned as frequently as is needed to keep its appearance acceptable.*** In some locations, and for some building owners, this cleaning will be more frequent than for others.

Glass is very durable when exposed to normal atmospheric conditions, but alkaline solutions, and some acids, can damage it. Cleaning materials from other parts of a building or leaching and efflorescence from concrete, bricks and mortar, or run-off from oxidising steel, can be particularly harmful. For this reason it is important to prevent any visible accumulation of deposits from remaining on the glass surface where they can slowly attack it.

Some deposits may not be directly harmful in themselves but by retaining moisture they can cause glass staining and etching. Other deposits may cause damage indirectly simply by being so firmly attached to the glass that it is damaged by the overly aggressive cleaning actions needed to remove the deposits. When cleaning glass, note that there is usually a layer of abrasive dust resting lightly on the surface.

The abrasiveness of this dust can easily scratch the glass if too much pressure is applied with too little cleaning solution. Proprietary window cleaning liquids, or dishwashing liquid detergents, in low concentrations (10 to 15 drops per 3 to 4 gallons) can be used as cleaning solutions. Dried paint splashes on glass can be removed using paint solvents sparingly applied to a cloth, followed by detergent and water washing, taking care that the solvents do not damage glazing materials and the frame. Careful use of the flat edge, not the corner, of a new safety razor blade can be used to remove paint drops from plain, non-coated annealed glass. Razor blades or any metallic scraper should not be used on heat strengthened or fully tempered glass as fine scratches, which are only visible in full sunlight, can be created.

Recommended Procedure for Cleaning Glass without External Coatings

Commence cleaning as soon as the glass is visibly dirty.

- Avoid cleaning heat absorbing tinted glass in direct sunlight, as the glass will be excessively hot for optimum cleaning.
- Flood the surface with water or cleaning solution to remove loose dust and grit.
- Hand wipe with clean wet cloths, using an approved detergent solution, until the glass is visibly clean.
- Rinse with clean water.
- Dry immediately with a clean lint-free cloth or squeegee. Do not allow metal squeegee holders to touch the glass surface.

Washing of Insulating Glass Units with External Surface Coated Glass (Self-cleaning)

Once all work is completed, rinse the glass well with water as soon as possible to remove all traces of dust, abrasives, etc. Rinse with clean water* to activate the coating after any prolonged dry spell. Any moisture remaining will soon evaporate to leave a clean surface. Avoid using a squeegee or any other metallic tools to clean the glass coating as this will damage the coating and the self-cleaning properties of the system will not work. Do not use any proprietary items containing silicone, as this substance will hinder the self-cleaning properties of the coating.

**If the water quality is very hard (greater than 180ppm combined content of calcium carbonate CaCO_3 and magnesium carbonate MgCO_3), rinsing water should be softened with a domestic water softener or by adding a couple of drops of detergent (such as dishwashing detergent) to a litre of water.*

DUAL SEAL GLASS LIMITED - Laminated Glass - 5 YEAR WARRANTY

APPENDIX 2

ANNUAL MAINTENANCE REPORT

Project: _____ Location: _____

Fabricator/Installer: _____ Installation date: _____

Frame system (s): _____

The following checks must be carried out on an annual basis and the result recorded on this form and a copy sent to Dual Seal Glass Limited as evidence of completion.

1. All laminated glass products must be checked for evidence of delamination
2. All laminated glass products have been cleaned in accordance with Dual Seal Glass Limited recommendations
3. All drainage and ventilation holes in the glazing systems are clear and functioning correctly

| Date of maintenance | Dual Seal Glass Limited customer signature | Building owner representative signature |
|---------------------|---|--|
| Year 1: | | |
| Year 2: | | |
| Year 3: | | |
| Year 4: | | |
| Year 5: | | |

A copy of this form must be supplied to Dual Seal Glass Limited immediately following each annual inspection, otherwise the warranty will be invalidated.

sales@dualsealglass.co.uk

Operation and Maintenance Manual

Project Name: P21-024 – Tungsten Calder Park

Section 4 – Auto Door

4.1 Commissioning Sheet

4.2 Warranty Certificate

4.3 Service Agreement Proposal

4.4 User manual

4.5 Data Sheet

Revolving Door

4.6 Commissioning Sheet

4.7 Warranty Certificate

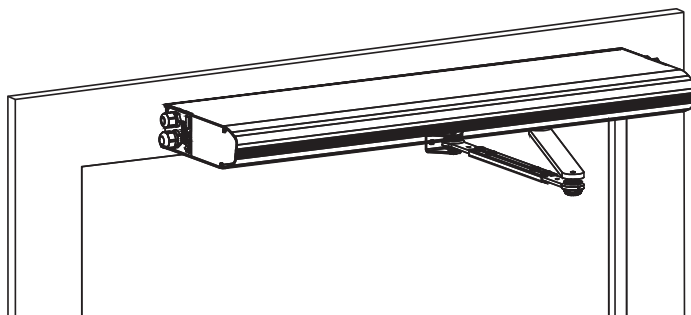
4.8 Service Agreement Proposal

4.9 User manual

4.10 Data Sheet



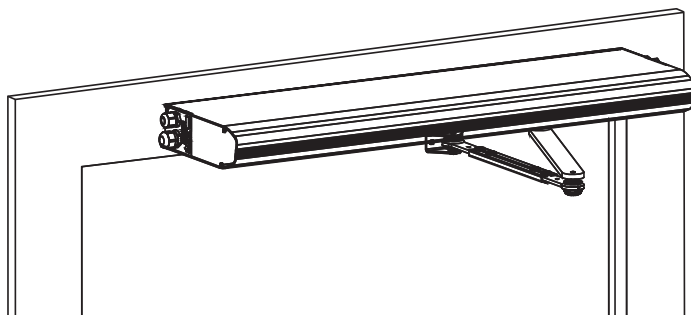
Swing Door Operator EM PSW250



User Manual
Original instructions



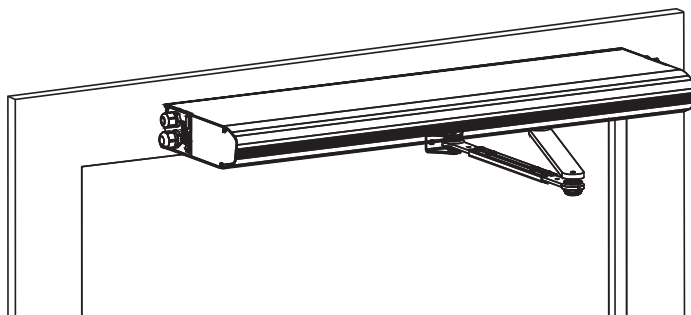
Swing Door Operator EM PSW250



User Manual
Original instructions



Swing Door Operator EM PSW250



User Manual
Original instructions

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Instructions for safe operation



- Failure to observe the information in this manual may result in personal injury or damage to equipment.
- To reduce the risk of injury to persons - use this operator with single or double pedestrian swinging or folding doors only.
- Do not use the equipment if repair or adjustment is necessary.
- Disconnect supply when cleaning or other maintenance is to be carried out.
- The operator can be used by children age 8 and above, and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been given supervision or instruction by a person responsible for their safety concerning safe operator use and the possible hazards involved.
This does not however prevent those persons to use the door where the operator is installed.
- Cleaning and user maintenance shall not be made by children without supervision.
- Do not let children climb on or play with the door or the fixed/remote controls.
- The doorset can be operated automatically by sensors or manually by activators. It can also be used manually as a door closer.

Congratulations on your new automatic door!

Entrematic Group has developed automatic doors for more than 50 years. State-of-the-art technology and carefully tested materials and components provide you with a superior product.

As with all other technical products, your automatic door requires periodic maintenance and service. It is essential that you know your automatic door (system) and that you recognize the importance of maintaining it in compliance with applicable standards for safety.

Your local Entrematic Group-authorized representative is familiar with these standards, as well as all applicable local codes and Entrematic Group recommendations for power-operated pedestrian doors. Service and adjustments performed by your Entrematic Group-authorized representative, will ensure safe and proper operation of your automatic door unit.

Electronic equipment reception interference

The equipment complies with the European EMC directive (US market FCC Part 15), provided installed according to Installation and Service manual.

The equipment may generate and use radio frequency energy and if not installed and used properly, it may cause interference to radio, television reception or other radio frequency type systems.

If other equipment does not fully comply with immunity requirements interference may occur.

There is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient the receiving antenna.
- Relocate the receiver with respect to the equipment.
- Move the receiver away from the equipment.
- Plug the receiver into a different outlet so that equipment and receiver are on different branch circuits.
- Check that protective earth (PE) is connected.

If necessary, the user should consult the dealer or an experienced electronics technician for additional suggestions.

Environmental requirements

Entrematic Group products are equipped with electronics and may also be equipped with batteries containing materials which are hazardous to the environment. Disconnect power before removing electronics and battery and make sure it is disposed of properly according to local regulations (how and where) as was done with the packaging material.

Product liability

According to regulations, the following are the responsibility of the owner or caretaker of the equipment

- that the equipment operates correctly, so that it gives sufficient protection in regard to safety and health
- that the equipment is operated and regularly maintained, inspected and serviced by someone with documented competence in the equipment and in applicable regulations
- that the provided "Service Log Book" and "Site Acceptance Test and Risk Assessment" documents are kept available for maintenance and service records
- that inspection covers the emergency opening function (when applicable)
- that the closing force is appropriate for the door size on fire-approved door systems (when applicable)

Service

Regular inspections by a trained and qualified person, and the frequency of service occasions, should at minimum be made according to national regulations or industry standard, in the absence of a national regulation. This is especially important when the installation concerns a fire-approved door or a door with an emergency-opening function. To extend the life of your investment and ensure safe and reliable operation of the door, we recommend a minimum of 2 visits per year or more, depending on usage and operating conditions. Environmental aspects shall also be considered. Talk to your Entrematic Group representative to learn more about our service offering.

Intended use

The EM PSW250 is an automatic swing door operator developed to make life easier for everyone who can benefit from automatic doors. The EM PSW250 is a low-energy as well as a full power operator using a DC motor and a gear-reduction system to drive an arm system, which opens the door. It is to be installed indoors where it is suitable for almost all types of external and internal swing doors. This widely-used operator can be found on applications ranging from handicapped-access in private homes to high-traffic retail operations.

The door is designed to offer continuous use, a high degree of safety and maximum lifetime. The system is self-adjusting to the effects caused by normal variations in the weather conditions and to minor friction changes caused by e.g. dust and dirt.

For escape in emergency situations the doorset is opened manually.

For installation and maintenance see Installation and Service manual 1007913.

Save these instructions for future reference.

Technical specification

| | |
|----------------------|---|
| Manufacturer: | Entrematic Group AB |
| Address: | Lodjursgatan 10, SE-261 44 Landskrona, Sweden |
| Type: | EM PSW250 |
| Mains power supply: | 100-240 V AC +10/-15%, 50/60 Hz |
| Power consumption: | Max. 300 W |
| Class of protection: | IP20 |
| Approvals: | Third party approvals from established certification organizations valid for safety in use, see Declaration of Incorporation. |

How the EM PSW250 works





The swing door operator EM PSW250 uses a DC motor and a gear-reduction system to drive an arm system which opens the door. Closing power is provided by a motor and a closing spring. A highly sophisticated electronic control unit uses a motor encoder and a microprocessor to control the door's movement.

To activate the operator you can use a manual activator (elbow switch) or an automatic activator (radar device). It is also possible – where local standards allow – to activate the operator by just pushing the door, if Push & Go is selected.

After the door has been activated it will open and stay open for a specified Hold Open Time (HOT). When the HOT has elapsed the door will close.

The EM PSW250 can be set in three or four different modes, depending on programme selector type, see table below.

In fully manual use (or in case of a power failure) the EM PSW250 acts as a normal door closer.

| Position | Function |
|---|---|
|  AUTO Normal position | The door can be opened with the inner and outer manual and/or automatic activators. The electric strike, if fitted, is open. |
|  OFF | The door is closed. The door cannot be opened with inner and outer activation units. The door is locked if an electromechanical locking device has been fitted. The door can be opened with a key switch (if fitted). |
|  OPEN | The door is held permanently open by the motor. |
|  EXIT | Passage from inside only. The door is normally locked if an electromechanical locking device has been fitted. The door can only be opened with the inner activation unit and with a key switch (if fitted). |

Regular safety checks

To help you fulfil the national/international requirements and to avoid malfunction and risk for injuries, we have provided the following checklist.



Do not use if repair or adjustment is necessary.

Disconnect supply ⁽¹⁴⁾ when cleaning or other maintenance is to be carried out.

| Daily Action | | If problem occurs |
|--|---|---|
| Activate your operator and check <i>visually</i> , fastening and any damage of <ul style="list-style-type: none"> operator ⁽¹⁾ arm system ⁽²⁾ cables ⁽³⁾ hinges ⁽⁵⁾ door and glass ⁽⁶⁾ | | |
| Also inspect your operator and check <i>visually</i> for <ul style="list-style-type: none"> sharp edges on the door leaf and door frame (if any) ⁽⁷⁾ condition of door seals ⁽⁸⁾ finger protection ⁽⁹⁾ and finally that the complete door runs properly and closes slowly in a smooth way | | |
| Set the programme selector to OFF and check that the operator and electromechanical lock (if fitted) work together. Also check that the lock ⁽¹⁰⁾ really secures the door. | | |
| Activate the manual activation units ⁽¹¹⁾ , if any, and walk towards the door. Check that the door has opened appropriately while you pass the entrance/exit. Then proceed with the automatic activation units ⁽¹²⁾ in the same way. | | |
| Check the non-monitored safety sensors ⁽¹³⁾ if any, by standing in the swing path and activate the operator. The door must not hit you when opening nor when closing. If you are unsure of which type of sensor you have, please contact your Entrematic Group representative. | | |
| Escape doors | By law, these tests must be performed regularly by trained personnel. | Set the programme selector in AUTO mode. Push the door manually in escape direction and make sure that no object or function will prevent the door from opening. Also make sure the escape route is free for use. |
| Fire doors | | Let the door close after an impulse ensuring nothing prevents the door from closing and locking (if regulations require it). |

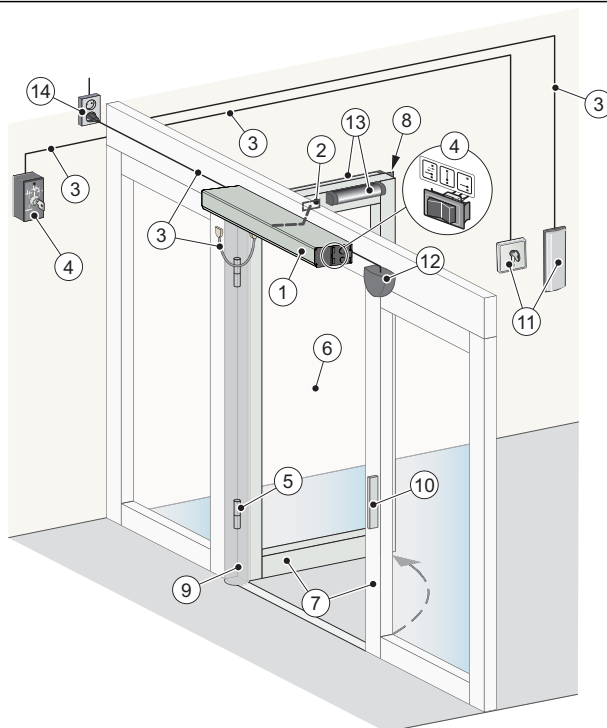


= Take appropriate measures.



= Contact your Entrematic Group representative. For contact information, see last page.

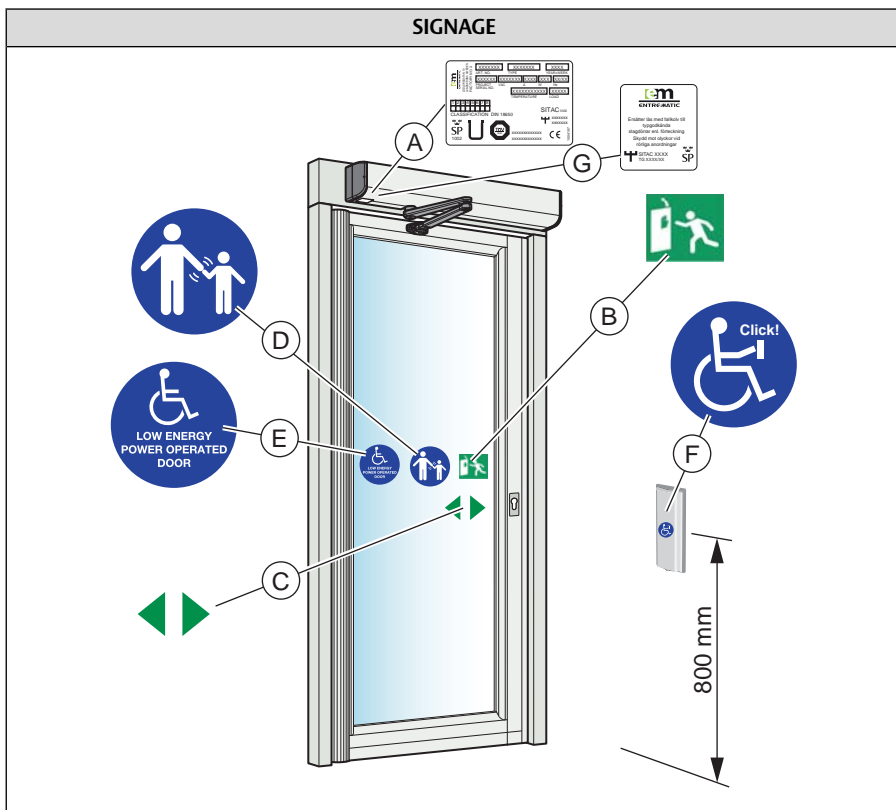
FUNCTION AND VISUAL INSPECTION



CLEANING

The best way to remove dust and dirt from the EM PSW250 is to use water and a soft cloth or a sponge. A gentle detergent may be used. To maintain the quality of the enamel layer, the surfaces should be cleaned once/four months period. The cleaning should be documented. To avoid damages to the profiles the brushes/weather stripping must be vacuum-cleaned weekly.

- Do not expose windows, doors or profiles to alkalis. Both aluminium and glass are sensitive to alkalis.
- Do not clean with high pressure water. Operator, programme selector and sensor may be damaged and water may enter the profiles.
- Do not use polishing detergent.
- Do not scrub with materials like Scotch-brite, as this will cause mechanical damage.



| Action | | If problem occurs |
|--|--|-------------------|
| Check that all required signage is applied and intact. Mandatory indicates that the signage is required by European directives and equivalent national legislation outside the European Union. | | |
| (A) | Product label: Mandatory | |
| (B) | Emergency break-out: Mandatory, if approved for escape route. | |
| (C) | Entrematic Group door sticker: Mandatory, if applicable to highlight the presence of the glass (applied to all glass sections that are moving). | |
| (D) | Supervision of child: Mandatory, if applicable (applied to both sides of the door). To be placed on entrances where the risk analysis shows use by children, elderly and disabled. | |
| (E) | Operator designed for disabled people: Recommended, if applicable (applied to both sides of the door) | |
| (F) | Activation by disabled people: Recommended, if applicable | |
| (G) | SITAC label: Mandatory in SE | |

= Contact your Entrematic Group service representative. For contact information, see last page.

General accessories

Your EM PSW250 can be further improved with the following add-ons (please contact your local Entrematic Group dealer for detailed description).

- Position switch ④, see page 8
- Electrical lock ⑩, see page 8
- Key switch ⑪, see page 8
- Elbow switch ⑪, see page 8
- Radar ⑫, see page 8
- Wireless transmitters (not illustrated)
- Access control (not illustrated)
- Door stop (not illustrated)

Safety accessories

Even though the EM PSW250 is installed to comply with all applicable safety regulations, it is possible to enhance safety/comfort with the following add-ons (please contact your local Entrematic Group company for detailed description).

- Safety sensors ⑬, see page 8.
- Finger protection ⑨, see page 8.

Troubleshooting

| What's wrong? | Remedies |
|---|--|
| The door does not open | |
| The motor does not start | Change the setting of the program selector. (See page 6). |
| | Check that there are no objects in the detection zone if a sensor is fitted. |
| | Check the mains switch and fuse in the building. |
| The motor starts but door(s) will not open | Unlock the mechanical locks. |
| | Check that nothing is jammed beneath the door. |
| The door does not close | Change the setting of the program selector. (See page 6). |
| | Check that there are no objects in the detection zone if a sensor is fitted. |
| | Check that nothing is jammed beneath the door. |
| The door opens and closes continuously | Check that there are no moving objects within 1-1.5 m (39"-59") from the door if an automatic activation unit is fitted. |
| If the problem continues, please contact your Entrematic Group representative. | |

Service/Maintenance

Service and adjustments performed by your Entrematic Group-authorized representative will ensure safe and proper operation of your automatic door unit.

Remember to keep “Service Log Book” and “Site Acceptance Test and Risk Assessment” documents available. These are used together.

The table below shows the recommended interval in months, when to replace parts during preventive maintenance.

| Part | Part number | Cycles/hour in operation | | | Abusive Environment |
|--|-----------------|--------------------------|----------------|--------------|---------------------|
| | | <10 | <100 | >100 | |
| | | Low traffic | Medium traffic | High traffic | |
| PUSH Arm Service Kit | 330000485 BK/SI | 24 | 12 | 6 | 6 |
| PULL arm service kit | 330000486 BK/SI | 24 | 12 | 6 | 6 |
| Battery | 33738753 | 24 | 24 | 24 | 24 |
| Transmission unit PSW250 Fire (not for use in DE, GB and SE) | 330000487F | 60 | 60 | 60 | 60 |
| Transmission unit PSW250 Fire PUSH | 330000487PUSH | 60 | 60 | 60 | 60 |
| Transmission unit PSW250 Fire PULL | 330000487PULL | 60 | 60 | 60 | 60 |
| CUS7 control unit | 331011678 | 60 | 60 | 60 | 60 |
| EXU-SI | 331003554 | 60 | 60 | 60 | 60 |
| EXU-SA | 331003557 | 60 | 60 | 60 | 60 |

Other products from Entrematic Group

- Door Systems
- Sliding doors
- Automatic and manual activation units

Declaration of conformity

We
Entrematic Group AB
Lodjursgatan 10
SE-261 44 Landskrona
Sweden

declare under our sole responsibility that the type of equipment:

EM PSW250

complies with the following directives:

2004/108/EC ElectroMagnetic Compatibility Directive (EMCD)
2006/42/EC Machinery Directive (MD)

Harmonized European standards which have been applied:

EN 60335-1 EN 60950-1 EN 61000-6-2 EN 61000-6-3 EN ISO 13849-1

EN 16005

Other standards or technical specifications, which have been applied:

BBR BVL DIN 18263-4 FCC 47 CFR Part 15 B

EN 1634 EN 60335-2-103 IEC 60335-2-103 IEC 60335-1

EC type examination or certificate issued by a notified or competent body (for full address, please contact Entrematic Group AB) concerning the equipment:

The manufacturing process ensures the compliance of the equipment with the technical file. The manufacturing process is regularly assessed by 3rd party.

Compilation of technical file:

Johnny Persson
Entrematic Group AB
Lodjursgatan 10
SE-261 44 Landskrona
Sweden

Email: johnny.persson@entrematic.com

Place
Landskrona

Date
2014-05-19

Signature
Johnny Persson

Position
Product Safety & Liability Manager





Entrematic Group AB, Lodbjursgatan 10, SE-261 44 Landskrona, Sweden

Tel: +46 10 47 48 300 • Fax: +46 418 201 15

www.entrematic.com • info.em@entrematic.com

Swing Door Operator

ASSA ABLOY SW300

ASSA ABLOY

ASSA ABLOY Entrance Systems

The global leader in
door opening solutions



ASSA ABLOY SW300 swing door operator is the perfect choice where reliable performance and superior safety together with an appealing slim look is of extra importance.

Energy-efficiency

ASSA ABLOY automated door systems are sustainable by nature and automatically convenient as they ensure opening only when needed to pass, eliminating unnecessary air infiltration and keeping climate zones separate. The innovative electronics in the ASSA ABLOY SW300 ensure minimal energy consumption for optimal door performance.

Safety

The ASSA ABLOY SW300 is safe to use for all, despite age and physical ability. In case of an obstruction by a person or object, the obstruction control ensures stop on stall and reverse operation. Furthermore, the ASSA ABLOY SW300 swing door operator is fully compliant with European standards and fire approved, making it ideal for creating and maintaining security, smoke and fire zones.

Technical specifications

| | |
|--|---|
| Power supply | 100-240 VAC +10/-15%, 50/60 Hz, mains fuse max 10A (building installation) |
| Power consumption | Max. 300 W |
| Auxiliary voltage | 24 V DC, max. 700 mA |
| Monitored battery backup unit | 24 V DC |
| Electromechanical locking connection | 12 V DC, max. 1200 mA or 24 V DC, max. 600 mA |
| Ambient temperature | -20 °C to +45 °C |
| Relative humidity (non condensing) | 95% |
| Recommended max. door weight and door width $\text{Inertia } J = \text{Door Weight} \times (\text{door width})^2/3$ PUSH = 140 kgm ² , PULL = 80 kgm ² | |

Class of protection IP20 - To be installed internally or externally with suitable weather protection

ASSA ABLOY SW300 complies with

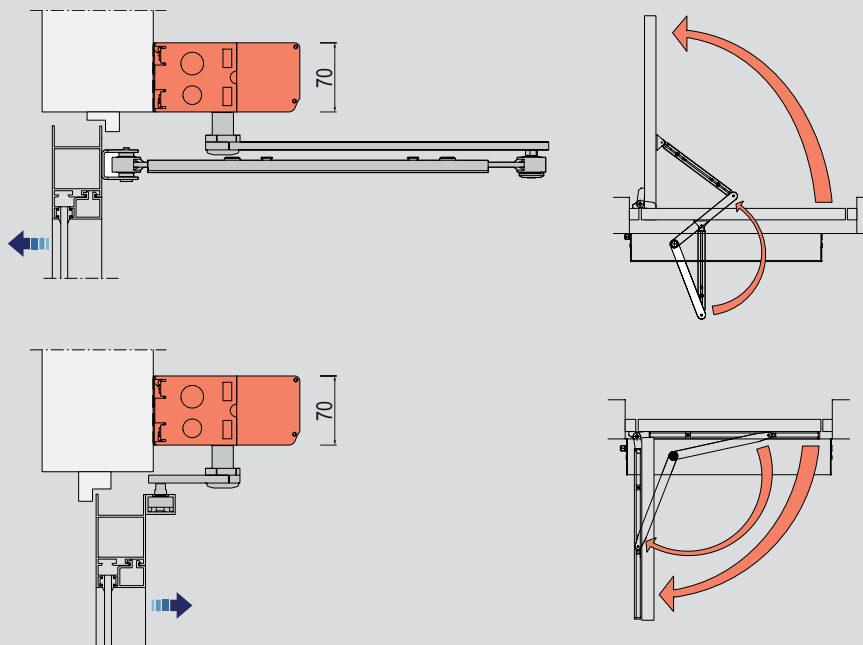
- EN 16005
- EN 60335-2-103
- IEC 60335-1
- IEC 60335-2-103
- EN 1634-1
- EN 1158 (Push 4-7, Pull 4-6)
- DIN 18263-4 (Push 4-7, Pull 4-6)
- EN 1154 (Push 4-7, Pull 4-6)
- EN 1155 (Push 4-7, Pull 4-6)

Convenience

An entrance equipped with a ASSA ABLOY SW300 operator is always accessible due to battery back-up. The ASSA ABLOY SW300 also monitors the battery for power and function, and gives an electronic indication if it is not working properly and needs to be replaced.

The operator is truly reliable during all weather conditions as it is not affected by stack pressure and wind load when opening and/or closing. Also, for your convenience, safety and quick exit, the ASSA ABLOY SW300 can easily be manually opened, despite extended closing torque, due to sensor detection ensuring lowest manual opening force.

In addition to the standard version, there is a Double Acting (DA) function with possibility for manual opening in both directions with automatic reset.



Security

ASSA ABLOY SW300's intelligent locking features are designed for your peace of mind. For example, double doors are precisely controlled to prevent jamming and increase security. ASSA ABLOY SW300 operator can also sense when the door has not closed completely and will prompt the door to open again and close fully, even under heavy wind load and stack pressure.

Aesthetics

The 70 mm slim ASSA ABLOY SW300 swing door requires a minimum of space while providing maximum performance. Furthermore, the door system operates impressively silent despite its amazing capability to handle heavy doors up to 250kg. ASSA ABLOY SW300 can be retrofitted with existing doors and thereby keeping the overall door system design and environment aesthetically intact.

Standard equipment

Cover - Silver anodized aluminium, other paint finishes optional

Dimensions:

- Length 840 mm
- Height 70 mm
- Depth 148 mm

Control unit CU-300 with EXU-SI and EXU-SA included
- with possibility to connect manual and automatic activation units, position switches, el. locks, presence sensors, battery, kill, open/close etc.

Push and go

Power assist

Accessories and Options

Programme selectors

Sync cable – Used on double doors to select the opening and closing order

Battery backup unit

Coordination unit

Manual and automatic activation units

Impulse and presence detection sensors

Fire kit

Arm systems PUSH and PULL

Finger trap protection devices

Double acting kit

This equipment should be installed, regularly inspected, maintained and serviced by trained and authorized personnel. Preventive maintenance plans are highly recommended for a proper and safe operation. Talk to your ASSA ABLOY Entrance Systems representative to learn more about our service offering!



YOUR
ENTRY
EXPERTS.

PUSH

SERVICE & MAINTENANCE

WARRANTY CARD.

BOON EDAM **WARRANTY INFORMATION** CARD

IMPORTANT! This card contains important information about the warranty on your Boon Edam Limited supplied entrance product(s). **Please keep this safe, and ensure that it is passed to the end user.**

THIS WARRANTY CARD IS FOR THE FOLLOWING SITE:

**SITE NAME &
PROJECT NO.**

IMPORTANT DATES

**WARRANTY
START DATE**

**WARRANTY
END DATE**

Please note: Your warranty starts from the date of commissioning and in order to extend your warranty for a second year, a two year Maintenance Agreement must be taken out within 9 months of the warranty.



NEW PRODUCT WARRANTY.

WHATS INCLUDED?

The Boon Edam **New Product Warranty** is a 12 month, all-inclusive warranty that can be extended for a further year (to provide 2 years total from the date of commissioning) when a Two Year Maintenance Contract is purchased within 9 months of the Warranty start date. As standard, your New Product Warranty includes the following benefits:

- 3 working day callout response (Monday to Friday, 08.00 AM to 16.30 PM)
- All callouts, repairs and parts are covered (except in the case of damage and misuse)
- Option to extend warranty for a further year when a Two Year Maintenance Contract is purchased
- Free customer training visit including a EN 16005 test object check where applicable

To extend your New Product Warranty by purchasing a **Basic, Standard** or **Premium Maintenance Agreement** please contact: **01233 505 900** or email **uk.servicesales@boonedam.com**.

REGIONAL SERVICE CONTACTS

| Department | Contact | Telephone | Email |
|--------------------------|---------------|--------------|-----------------------------|
| Office Service Desk | Office Team | 01233 505999 | uk.servicedesk@boonedam.com |
| Service Desk Supervisor | Laura Sturley | 01233 505936 | laura.sturley@boonedam.com |
| Regional Service Manager | Andy Smith | 07802 346647 | andy.smith@boonedam.com |
| National Service Manager | Clive Mumby | 07860 679657 | clive.mumby@boonedam.com |

BOON EDAM LIMITED

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Document No. BEL/QMS/F027-39R/V.04



FS 582436

EMS 594106

OHS 594109

BOON EDAM LIMITED

SERVICE & MAINTENANCE TERMS AND CONDITIONS

FINAL

14.06.2022

BOON EDAM LIMITED TERMS AND CONDITIONS FOR SERVICE AND MAINTENANCE

These Service and Maintenance terms and conditions shall form part of Boon Edam Limited's (Boon Edam) Quotation Letter and/or Request for a Purchase Order and shall apply to all service and maintenance works carried out by Boon Edam for the Customer. Any terms and conditions incorporated or referred to in the Customer's purchase order shall not apply to any Services carried out by Boon Edam.

1. Formation of Contract

1.1. No agreement shall come into existence until one of the following is completed:

1.1.1. Boon Edam issues a Quotation Letter and the Customer accepts the Quotation Letter and Boon Edam accepts in writing the Customer's purchase order for the Services; or

1.1.2. Boon Edam issues a Quotation Letter, the Customer requests an amendment of the Quotation Letter and Boon Edam issues a further Quotation Letter, the Customer accepts the amended Quotation Letter and Boon Edam accepts in writing the Customer's purchase order for the Services; or

1.1.3. Boon Edam issues a Request for a Purchase Order and the Customer responds with a purchase order and Boon Edam accepts in writing the Customer's purchase order for the Services.

1.2. If the Customer is required to provide bank or trade references, no agreement shall come into existence unless those references are provided and approved by Boon Edam.

1.3. Where a credit account has not been approved, Boon Edam may impose other payment terms.

1.4. No variation to this agreement shall be effective unless written and signed by Boon Edam and the Customer (together known as the Parties).

2. Duration of the Agreement

2.1. This agreement shall continue in force for the Period of Service as set out in the Quotation Letter unless Clause 8 applies.

3. Boon Edam's Obligations

3.1. If the Customer reports a defect in or malfunction of the products covered by this agreement (the Equipment) Boon Edam shall:

3.1.1. ensure a duly qualified engineer attends the site of the Equipment in accordance with the relevant time frame within the agreed level of service and maintenance;

- 3.1.2. carry out the required service and maintenance works (the Services) in accordance with the agreed level of service and maintenance set out in the Quotation Letter and/or Request for a Purchase Order.
- 3.1.3. supply the spare parts and replacement components required to maintain the Equipment in good working order subject to (if appropriate) the Customer paying for the same in accordance with this agreement which shall be in addition to the price paid for the Services.
- 3.1.4. carry out the Services during its normal working time which shall be Monday to Friday between the hours of 08:00 and 16:30.
- 3.2. With regard to Boon Edam's obligations under Clause 3.1 the following provisions shall apply:
 - 3.2.1. in calculating the period of time within which Boon Edam attends the site of the Equipment, non-working days shall be disregarded;
 - 3.2.2. unless otherwise agreed for the purposes only of calculating the period of time within which Boon Edam's representatives attends the site of the Equipment, if the Customer reports a defect or malfunction of the Equipment outside of Boon Edam's normal working hours, the report shall be deemed to have been made at the beginning of the normal working hours on the next working day.
- 3.3. Unless otherwise agreed, all spare parts and/or replacement components supplied by Boon Edam in the provision of the Services shall become part of the Equipment and the disposal of any parts and/or components removed from such Equipment and packaging of replacement parts, will be the responsibility of the Customer unless agreed prior to work being undertaken or if the failed parts are needed to be returned for warranty or investigation, at Boon Edam's discretion.
- 3.4. If, in the reasonable opinion of Boon Edam's maintenance staff, it is necessary for the Services to be carried out at Boon Edam's workshop rather than at the site of the Equipment, Boon Edam shall inform the Customer of that fact and if applicable submit a written estimate for performing the necessary repair.
- 3.5. Unless the Customer decides to replace the Equipment at its own cost, if the Customer does not accept the estimate within 30 days of the date of the estimate, Boon Edam may terminate this agreement in accordance with Clause 8.3.3.
- 3.6. Unless otherwise agreed the allocated number of Service visits to the site of the Equipment under the agreed level of service and maintenance shall not be carried over to the following year of the agreement.

4. Scope of the Services

- 4.1. The Services to be provided under this agreement shall not apply to any design defect in the Equipment.
- 4.2. The Service to be provided under this agreement shall not apply to any defect or malfunction which is due to faulty materials or workmanship in manufacture which has arisen as a result of:
 - 4.2.1. electrical work external to the Equipment not performed by Boon Edam;
 - 4.2.2. any error or omission relating to the operation of the Equipment (save where such operation is in accordance with the instructions of the supplier and/or manufacturer of the Equipment and/or Boon Edam);
 - 4.2.3. any modification, adjustment or repair to the Equipment made by a third party without the written consent of Boon Edam;
 - 4.2.4. the subjection of the Equipment by the Customer to unusual physical or electrical stress, the neglect or misuse of the Equipment or any failure or fluctuation of electrical power or other environmental controls (save where any of the aforementioned is as a result of the acts and/or omissions of Boon Edam);
 - 4.2.5. any material breach, non-observance or non-performance by the Customer of its obligations under Clause 5.
- 4.3. If upon investigation Boon Edam reasonably determines that any defect and/or malfunction of the Equipment is the result of any of the matters referred to in Clauses 4.1 and 4.2 the Customer shall be liable for all such direct and reasonable costs incurred by Boon Edam in relation to the investigation of the same and the process for determining its cause.
- 4.4. If in the opinion of Boon Edam any part(s) of the Equipment can no longer be maintained in good working order by the provision of replacement parts or the whole of the Equipment is damaged beyond economic repair otherwise than through the fault of Boon Edam Clause 8.4.1 shall apply.

5. Customer's Obligations

- 5.1. The Customer shall:
 - 5.1.1. keep the Equipment and operate it in accordance with the recommendations and instructions given in writing by Boon Edam or the manufacturer and/or supplier of the Equipment including regular maintenance and safety checks as specified in Boon Edam's Operation and Maintenance Manual;
 - 5.1.2. unless agreed otherwise not allow any person other than Boon Edam's representatives to adjust, maintain, repair, replace or remove the Equipment or any part of it.;

- 5.1.3. at all times keep the Equipment in the environmental conditions recommended by the manufacturer and/or supplier of the Equipment and/or Boon Edam;
- 5.1.4. co-operate with the reasonable requirements of Boon Edam and its engineers, employees or representatives;
- 5.1.5. ensure that Boon Edam's engineers, employees or representatives have full and free access to the Equipment and to any records in relation to its use kept by the Customer;
- 5.1.6. take all such steps as may be necessary to ensure the safety of any of Boon Edam's representatives who visit the site of the Equipment;
- 5.1.7. ensure the use of the Equipment complies with all relevant statutory and other legal requirements;
- 5.1.8. during the provision of the Services provide a 240V continuous power supply to within 15 metres of the site of the Equipment;

6. Payment

- 6.1. The charge for the Services provided shall be set out in the Quotation Letter.
- 6.2. All sums payable by the Customer under this agreement shall be due thirty (30) days after the date of the invoice.
- 6.3. Where replacement parts and/or engineer time and/or travelling costs and/or minimum call out charges are specified in the Quotation Letter or the Request for a Purchase Order as "not included" the Customer shall pay for the same as follows:
 - 6.3.1. in the case of replacement parts the cost shall be at Boon Edam's list price at the date when the part is supplied; In the event that the Customer cancels any order for replacement parts whether specified in the Quotation Letter or the Request for a Purchase Order or otherwise the Customer shall remain liable to pay Boon Edam the full cost of the replacement parts so ordered within 14 days of any such cancellation
 - 6.3.2. Boon Edam engineer's time and travelling costs shall be at a rate per hour set out in the Quotation Letter save that where a scheduled Service visit is specified as included in the Quotation Letter or the Request for a Purchase Order no charge shall be made in respect of the travelling time and working time attributable to the Services;
 - 6.3.3. a minimum call out charge shall be calculated at the rate set out in the Quotation Letter or the Request for a Purchase Order.
- 6.4. The charge for the Services provided under this agreement may be revised by Boon Edam on each anniversary of this agreement provided that details of such proposed revisions shall be provided in

writing to the Customer not less than one (1) months before the end of any year during which this agreement remains in force. The proposed revised charge shall become payable on such anniversary unless the Customer terminates this agreement in accordance with Clause 8.

6.5. The applicable rates for Boon Edam engineer's as set out in the Quotation Letter or the Request for a Purchase Order may be revised by Boon Edam giving not less than three (3) months notice in writing.

6.6. If the Customer fails to make any payment due under this agreement by the due date for payment then the Customer shall pay interest on the overdue amount at the rate of 8% per annum above the Bank of England's base lending rate from time to time. Such interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount. The Customer shall pay the interest together with the overdue amount.

7. Warranties, Liability and Indemnity

7.1. Boon Edam warrants that it will use reasonable skill and care in carrying out the Services.

7.2. Except in the case of death or personal injury caused by Boon Edam, Boon Edam's total liability for all claims howsoever arising under this agreement shall not exceed the amount of the Customer's purchase order for the Services.

7.3. The Parties acknowledge that, in entering into this agreement, it does not do so in reliance on any representation, warranty or other provision except as expressly provided for in the Quotation Letter or the Request for a Purchase Order or these terms and conditions.

8. Termination

The Customer

8.1. The Customer may terminate this agreement for convenience during the Period of Service by giving no less than two (2) months written notice.

8.2. If the Customer terminates this agreement pursuant to the above clause, then the Customer may be liable to pay any direct costs and reasonable losses incurred by Boon Edam as a result of the termination.

Boon Edam

8.3. Boon Edam may terminate this agreement (by giving written notice to the Customer):

8.3.1. if any sums payable under this agreement are not paid on the due date and Boon Edam notifies the Customer in writing of the same, following which the Customer has failed to pay such sum within five (5) working days of the date of Boon Edam's written request that it do so;

8.3.2. for convenience by providing no less than two (2) months notice during the period of service;

8.3.3. if the Customer fails to approve the estimate referred to in Clause 3.5, no less than thirty (30) days after the date of the estimate.

The Parties

8.4. Either Party may terminate this agreement by giving not less than 14 (fourteen) days written notice in the event that:

8.4.1. the Equipment can no longer be maintained in good working order by the provision of replacement parts or the whole of the Equipment is damaged beyond economic repair as referred to in Clause 4.4;

8.4.2. the other Party commits any continuing or material breach of the provisions of this agreement and in the case of a breach that is capable of remedy fails to remedy the same within thirty (30) days after receipt of a written notice specifying the breach and requiring it to be remedied;

8.4.3. the other Party goes into liquidation (save for the purposes of a solvent amalgamation or reconstruction) or is deemed unable to pay its debts within the meaning of section 123(1) Insolvency Act 1986 (as amended by subsequent legislation);

8.4.4. the other Party makes a voluntary arrangement with its creditors or becomes the subject of an administration order or winding up petition for the same;

8.4.5. the other Party ceases to carry on business.

9. Dispute Resolution

9.1. In the event of any dispute or difference arising under or out of the operation of this agreement the Parties shall use their best efforts to amicably resolve any dispute or difference.

9.2. Either party may give notice at any time of his intention to refer the dispute or difference to adjudication in accordance with the Housing Grants Construction and Regeneration Act 1996 (as amended). The appointing body shall be the Royal Institute of Chartered Surveyors. The Decision of the adjudicator shall be binding upon the Parties until the dispute is finally determined by arbitration, litigation or by agreement.

10. Further Provisions

10.1 Subject to the following sentence, the Parties may not assign, or otherwise transfer any or all of its rights and obligations under this agreement without prior written agreement of the other Party. The Parties may, however, assign and transfer all its rights and obligations under this agreement to any person to which it transfers all of its business, provided that the assignee undertakes in writing to the other Party to be bound by the obligations of the assignor under this agreement.

10.2 The Quotation Letter, the Request for a Purchase Order, these terms and conditions and any other document containing particular terms and conditions shall constitute the entire agreement between the Parties and supersede any previous agreements by the Parties in respect of the Services.

11. Jurisdiction and Law

11.1. These terms and conditions shall be governed by and construed by English law and shall be subject to the exclusive jurisdiction of the English courts.

[END]

Calder Park
Peel Avenue
Wakefield
WF4 3FL

07 September 2022

Our Ref: 99185

Re: Extended Warranty – Site ; Calder Park / Wakefield.

Dear Sir/Madam

Thank you for the opportunity to submit our quotation for the provision of a Warranty Maintenance agreement for the above site.

As a worldwide market leader in manufacture, installation and service of high-quality revolving doors, security doors and security turnstiles, and a founder member of ADSA (Automatic Door Suppliers Association) we understand the correct choice of service provider is of vital importance to ensure you receive the expected longevity of product, shortest possible product downtime and ensure the safety of the product users remains as high as when it was first installed.

As such, all Boon Edam Limited manufactured products*¹ will be supplied with a 2 Year product warranty and to ensure that all our products operate to the optimum, and to the highest levels of safety, it is essential that all products are regularly serviced by trained engineers. It is recommended that all automatic equipment is serviced at 6 month intervals, and it is a condition of the extended 2nd year warranty that an end-user enters into a Boon Edam Limited service agreement to ensure that regular servicing is carried out, no later than 9 months following commissioning of the completed installation unless otherwise stated.

*¹ 3rd party products and services i.e. those items not manufactured by Boon Edam or any of their group companies, for example matting, automatic drives and pass doors, will only be supplied with a one year warranty unless specifically advised to the contrary.

We trust that our proposal is of interest, but should you require clarification of any point or require further information please do not hesitate to contact the undersigned.

Yours Sincerely,



Paul Noble | Field Service Sales Executive | **Boon Edam Limited**
M +44 7803 945303 | E paul.noble@boonedam.com

Enc. Customer Investment
 Agreement Details
 Agreement Callout & Labour Rates
 Agreement Exceptions
 Service Support Contacts
 Our Customers



Your Boon Edam 12 Month New Product Warranty (starts from the date of commissioning) includes the following benefits:

- 3 Working day callout response (Monday – Friday 08:00 – 16:30)
- All callouts, repairs, and parts (see exclusions below)
- Basic Technical Support

To extend your New Product Warranty by a further 12 months (to provide a total of 2 years from the date of commissioning) a Maintenance Package is required. The following packages are available in your area.

Basic Maintenance for Warranty.

A **Basic Warranty Maintenance** service agreement is an all-inclusive service agreement necessary to activate the full two-year product warranty offered by Boon Edam and includes, as standard, the following benefits:

- All New Product Warranty Benefits
- 12 Month Extension (to provide 2 years total) of New Product Warranty
- Full Technical Support on all Boon Edam products covered
- **One** service visit during **Year One** of this agreement, carried out during normal working hours
- **Two***1 service visits during **Year Two** of this agreement, carried out during normal working hours
**1 if the product is of manual operation only one service visit will be necessary during Year Two*
- Upfront invoicing is preferred but 6 Monthly or Yearly Invoicing is available on request

PLEASE BE ADVISED THAT, FOR A PRICE SURCHARGE, THE FOLLOWING ADDITIONAL SERVICES ARE AVAILABLE

- Out of normal working hour servicing

Standard Maintenance & Uplift for Warranty.

A **Standard Warranty Maintenance** service agreement is an all-inclusive service agreement necessary to activate the full two-year product warranty offered by Boon Edam and includes, as standard, the following benefits.

- All Product Warranty Benefits
- 12 Month Extension (to provide 2 years total) of New Product Warranty
- Uplift to 8 Working hour callout response (Monday – Friday 08:00 – 16:30)
- Full Technical Support on all Boon Edam products covered
- **One** service visit during **Year One** of this agreement, carried out during normal working hours
- **Two***1 service visits during **Year Two** of this agreement, carried out during normal working hours. **1 if the product is of manual operation only one service visit will be necessary during Year Two*
- Upfront invoicing is preferred but 6 Monthly or Yearly Invoicing is available on request

PLEASE BE ADVISED THAT, FOR A PRICE SURCHARGE, THE FOLLOWING ADDITIONAL SERVICES ARE AVAILABLE

- Out of normal working hour servicing

Premium Maintenance & Uplift for Warranty.

A **Premium Warranty Maintenance** service agreement is an all-inclusive service agreement necessary to activate the full two-year product warranty offered by Boon Edam and includes, as standard, the following benefits:

- All Product Warranty Benefits
- 12 Month Extension (to provide 2 years total) of New Product Warranty
- Uplift to AM/PM Response* callout response (Monday – Friday 08:00 – 16:30)

AM/PM Response is defined as follows – If a call-out is placed during normal working hours before noon, the call-out will be attended the same day. If a call-out is placed during normal working hours after noon the call-out will be attended before noon of the next working day

- Repairs can be done outside of normal working hours if required
- Full Technical Support on all Boon Edam products covered
- **One** service visit during **Year One** of this agreement, which can be done out of normal working hours if required
- **Two***1 service visits during **Year Two** of this agreement, which can be done out of normal working hours if required. *1 if the product is of manual operation only one service visit will be necessary during Year Two

For clarification, outside of normal working hours is defined as 06:00 – 08:00 and 16:30 - 22:00 (Monday to Friday) and 08:30 – 16:30 (Saturday & Sunday)

- Upfront invoicing is preferred but 6 Monthly or Yearly Invoicing is available on request

*ASK FOR MORE DETAILS ON POSTCODE AREAS INCLUDED

Customer Investment.

Provision of **Warranty Maintenance** Service Packages available, for the duration detailed, to the equipment detailed below.

| | |
|---------------------|------------|
| Warranty Start Date | 26/08/2022 |
| Warranty End Date | 25/08/2024 |

1 X PPS revolving door

Basic Maintenance –

| | |
|-------------------|----------------|
| Total Cost | £ 1,136 |
|-------------------|----------------|

Standard Maintenance –

| | |
|-------------------|----------------|
| Total Cost | £ 1,556 |
|-------------------|----------------|

Premium Maintenance (4 hour) –

| | |
|-------------------|----------------|
| Total Cost | £ 2,666 |
|-------------------|----------------|

All Prices are subject to VAT at the current rate

All as per Boon Edam Limited Standard Terms & Conditions available on request. When a credit account has not previously been approved, Boon Edam Limited may require Bank & Trade references and reserve the right to impose specific payment terms.

THE ABOVE PRICING IS OPEN FOR ACCEPTANCE UNTIL 01/05/2023 AFTER THIS DATE IT WILL NOT BE POSSIBLE TO EXTEND THE 12 MONTH WARRANTY.

Agreement Callout & Labour Rates.

The following agreement callout and labour rates will apply to this agreement for any attendance that is not included.

AGREEMENT (CALL-OUT)

| | | | |
|-------------------------|---------------------|--------------|------------|
| Normal Weekday | (08:00 – 16:30) | £ 118 | per visit. |
| Saturday & Weekday | (< 08:00 & > 16:30) | £ 160 | per visit. |
| Sunday & Weekday nights | (22:00 – 06:00) | £ 208 | per visit. |

AGREEMENT (LABOUR)

| | | | |
|-------------------------|---------------------|--------------|-----------|
| Normal Weekday | (08:00 – 16:30) | £ 58 | per hour. |
| Saturday & Weekday | (< 08:00 & > 16:30) | £ 83 | per hour. |
| Sunday & Weekday nights | (22:00 – 06:00) | £ 110 | per hour. |

Not applicable to quoted works.

PLEASE BE ADVISED THAT THE ABOVE RATES ARE SUBJECT TO A YEARLY INCREASE.

Agreement Exceptions.

For the sake of clarity, Boon Edam Limited, confirm the following **exceptions** to this agreement;

All lights, matting, horsehair, card retention systems, 3rd party card readers (even if housed within the equipment), stereo vision cameras, air curtains, roofing and glass are excluded from our agreements.

Calls logged where no fault was found, any damage caused to the equipment through water ingress, vandalism, accidental damage, electrical surge damage or Force Majeure and aborted visits (including callouts, planned maintenance and planned repairs) through no fault of Boon Edam will be chargeable.

The cost for the replacement of obsolete parts, where a direct replacement of said part is not available, is excluded from this agreement.

This agreement does not apply to the repair/replacement of any waterproof treatments and any damage arising from its failure.

Agreements for the service and maintenance of automatic swing and sliding door operators is limited to the drive, activation & safety sensors only – Door wings and associated frames are not included.

Specialist glass handling plant and access equipment, including scaffolding, deemed necessary to comply with current Health & Safety best practice are excluded.

Waste Disposal: It is incumbent upon the client to provide receptacles or disposal facilities for all waste generated by Boon Edam's activities on site including parts, components and their associated packaging and carriage materials.

Service Support.

To ensure that all Boon Edam products operate to the optimum, and to the highest levels of safety, it is essential that all products are regularly serviced by trained engineers. Therefore, and as the manufacturer, it is recommended that all Boon Edam automatic equipment is serviced at 6-month intervals (12-month intervals for manual equipment).

YOUR SERVICE CONTACTS

| | | |
|----------------------------|---------------|---------------------------|
| Emergency Call-Out Number: | 01233 505999 | |
| Service Desk Supervisor: | Laura Sturley | T: +44 1233 505936 |
| Regional Service Manager: | Andy Smith | T: 07802 346647 |
| National Service Manager: | Clive Mumby | T: 07860 679657 |

OTHER CONTACTS

| | | |
|------------------------------------|------------------|------------------------|
| National Sales Manager (Service): | Kelly Richardson | T: 01233 505900 |
| Regional Service Sales Negotiator: | Paul Noble | T: 07803 945303 |

Our Customers.

Customer satisfaction is our guarantee of remaining the global market leader. So, at Boon Edam we build long-term relationships with Clients, Architects and Contractors, and are committed to working in collaboration with both to develop innovative design solutions.

OUR CUSTOMERS INCLUDE:

