



FRONTIER PITTS

MAINTENANCE CONTRACTS

FRONTIER PITTS

Maintenance

Frontier Pitts has over 90 years experience in the design, manufacture, and installation of perimeter security equipment, which makes us the very best company that you could choose to maintain your physical security product. We are more than a 'man in a van' – we are a service provider who understands the security needs of all our customers, from the end user to global companies with a need for extremely high security.

However, this is just one of the many reasons why choosing a maintenance contract with Frontier Pitts is the best decision you could make:

Why choose Frontier Pitts?

- Comprehensive cover available for peace of mind
- Emergency callout response from as little as 04 hours
- 24 hour call centre
- GPS tracking on vehicles to ensure that we can get to you as soon as possible
- Multi-skilled and highly trained engineers at over 20 UK locations
- Manufacturing capabilities for speedy repairs
- Key account managers
- Sustainability
- In house R&D teams to provide bespoke services as well as provide technical assistance
- Stringent security checks for employees
- Experienced in working for high profile clients
- Large office support for field based team and clients
- High investment in quality and up-to-date technology
- Commitment to ensuring we work to the latest health and safety standards
- Offices around the world, ensuring a stringent 'disaster recovery' process

“ I chose Frontier Pitts as they are the experts in this industry and I feel that nobody else could maintain the product to my satisfaction. ”

Worldwide known PowerStation



Frontier Pitts Network of Engineers across the UK

As the owner of the equipment you may also become liable for any accidents that occur on site. This applies especially if the product has not been maintained in accordance with our operation and maintenance manual and with the 2006/42/EC Machinery Directive and BSEN12453:2001. This states that it is a requirement that the end user/customer of all industrial and automated systems shall establish a fully documented maintenance regime in accordance with the manufacturer's recommendations.

With a maintenance contract, Frontier Pitts undertakes the responsibility of maintaining your equipment, thus limiting the chance of a breakdown and assuming responsibility for all health and safety aspects of the product.

MAINTENANCE CONTRACTS

Range of Options Available

WARRANTY UPGRADE

Upgrade your standard warranty, giving you a guaranteed response time and 1 preventative maintenance visit 6 months after your equipment has been installed.

1 Maintenance Visit

2 Guaranteed Response

3 4HR Callout Available

4 Unlimited Calls

5 All Inclusive

FULLY COMPREHENSIVE

This is an all-inclusive package with no additional costs, including a guaranteed response time, 2 or 3 planned visits per year and peace of mind that there will be no unexpected costs.

1 Maintenance Visit

2 Guaranteed Response

3 4HR Callout Available

4 Unlimited Calls

5 All Inclusive

STANDARD

Guaranteed response time & set schedule of 2 or 3 maintenance visits per year, ideal for those with a smaller budget; also available with other manufacturer's equipment.

1 Maintenance Visit

2 Guaranteed Response

3 4HR Callout Available

4 Unlimited Calls

5 All Inclusive

ONE OFF SERVICE VISIT

A one off maintenance inspection. Our engineer will overhaul the equipment & bring any potential problems to your attention, and a written report will then be supplied.

1 Maintenance Visit

2 Guaranteed Response

3 4HR Callout Available

4 Unlimited Calls

5 All Inclusive

Guaranteed
Response

48 hour - Working hours

24 hour - Working hours

“Working hours” calls can only be logged during the working day 8.00am-6.00pm

12 hour - Out of hours

4 hour - Out of hours

“Out of hours” calls applies during working hours and our call centre at all other times.

PRODUCT WARRANTY

Peace of Mind & Safety

Frontier Pitts offer a twelve month manufacturer's warranty on our equipment in the event of a failure. Within the warranty we will attend site to repair or replace any equipment or controls we have installed where required. There is no guaranteed time set to respond to the warranty callout, but we will endeavour to be on site within 3-4 working days.

Similar to the warranty on a new car, our warranty protects against:

- Repair or replacement of components due to failure
- Failures due to deficiencies in material and workmanship
- Nonconformance to the design and manufacturing specifications

We advise that our customers upgrade their standard warranty to a Warranty Upgrade maintenance contract, which gives you additional peace of mind with the added benefits of a guaranteed response time and one planned maintenance visit during the warranty period.



As the manufacturer, we recommend that your equipment receives servicing at regular intervals, starting with the initial warranty check being undertaken within the first six months of operation. During this check we recalibrate vital components such as gear boxes and torque motors and readjust springs, etc.



Frontier Pitts and Gate safety

In light of recent changes to gate safety legislation with the introduction of the HSE General Safety Notice, Frontier Pitts has reviewed our approach to gate design, installation and maintenance. Whilst all owners of new Frontier Pitts gates can be confident that their product complies with all current recommendations, owners of very old or non Frontier Pitts gates cannot be so certain. As a member of the Door and Hardware Federation, we carry out an annual gate safety inspection on all gates that are covered by a maintenance contract, for no additional charge. This provides you with the assurance that your site is secure as well as safe for all legitimate pedestrians.

We do also provide a gate safety inspection service, which includes force testing and a full written report, to all non maintenance customers on request.

HVM MAINTENANCE

Maintaining your IWA 14 & PAS 68 equipment

At Frontier Pitts, we stress the importance of having equipment regularly checked when investing in a high security product. Once it has been installed you will have a commitment to guarantee the integrity of the product and ensure that it operates within health and safety guidelines for the public and staff. The company you use should be proficient in dealing with the PAS 68 range of products and be able to offer a planned preventative maintenance contract which follows the manufacturers recommended schedule. Any reputable company will have a nationwide team of suitably trained and vetted engineers backed up by a comprehensive spares department which will ensure you can have a prompt repair no matter where your site is.

Other important factors to consider in choosing the right service provider should also include:

- Ensuring they undertake health and safety training.
- Checks to make sure that they hold the relevant insurances and work to a quality assurance standard.
- Can they provide an emergency response time (i.e 04 hours) to ensure minimum downtime and security breaches?
- Are they practised in working with large organisations and to their specific site procedures.
- A responsible maintenance specialist will provide site specific risk management and will ultimately prolong the operational life of your equipment.

“ Having peace of mind knowing that we have cover from January to January, all hours of the day, is what I call a necessity. We chose Frontier Pitts because we have a reliable history with them. ”

National Storage Company

Some of the industries we currently work in are –



AIRPORT &
TRAVEL STATIONS



ARMY
BARRACKS



POLICE
FORCES



POWER
STATIONS



EDUCATION
CENTRES



SELF
STORAGE



CASH
HANDLING



GOVERNMENT
BUILDING



CONSTRUCTION
SITE



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