Service & Repair Maintenance Packages

Planned maintenance and reactive breakdown support for temporary building hire providers and commercial customers.

Choose the cover that suits your site

WHAT IS INCLUDED	ESSENTIAL	COMPLETE
Planned preventative maintenance	1 service per year	2 services per year
Reactive call-out attendances	3 per contract year; normal working hours only	Unlimited qualifying attendances; inside and outside normal working hours
Initial fault diagnosis	Included	Included
Response commitment	Standard scheduling; no guaranteed response time	Response within 24 hours for qualifying reported faults
Parts and follow-on repairs	Quoted separately after initial visit	Quoted separately after initial visit

How it works

1. Planned service. We carry out the number of PPM visits included in your chosen package for the equipment listed in the agreement.

2. Reactive attendance. A qualifying reported breakdown includes the initial engineer attendance and fault diagnosis, subject to the package terms.

3. Follow-on repairs. Any additional labour, parts or follow-on repairs are quoted separately following the initial visit and require approval.

Annual Invoicing

The annual package fee listed on quotation will be invoiced after the first PPM Service visit, the 12 month contract period starts from the service date.

Access equipment: Scissor lift hire is excluded from both packages. You may arrange your own suitable lift by confirming this on order; otherwise, hire is quoted and charged separately per service visit.

Terms & Conditions

Draft commercial terms | To accompany the accepted quotation and equipment schedule.

1. Agreement and scope

These terms apply to the Service & Repair Maintenance Package supplied by Norton Industrial Doors Ltd ("Norton") for the equipment and site identified in the accepted quotation. Other equipment and sites are excluded.

2. Contract duration

The agreement runs for the period stated in the accepted quotation.

3. Planned maintenance

Essential includes one planned service per contract year; Complete includes two planned services per contract year. Dates are arranged by agreement and subject to safe site access. Routine inspection and servicing do not include replacement parts or remedial works unless expressly stated.

4. Reactive attendance allowance

Essential includes three qualifying initial reactive call-out attendances per contract year during normal working hours only. Complete includes unlimited qualifying initial reactive attendances during the contract, including outside normal working hours. Unused Essential attendances do not carry forward. Additional Essential attendances are chargeable.

5. Diagnosis and repair exclusions

Inclusive attendance covers initial attendance and fault diagnosis only. Any additional repair labour, replacement parts, consumables, return visits and follow-on works are quoted separately following the initial visit and are subject to customer approval. No repair completion time or equipment uptime is guaranteed.

6. Complete package response

For qualifying faults reported through the agreed contact channel, Norton will respond within 24 hours, including outside normal working hours. For clarity, "response" means engineer attendance at the covered site, not completion of a repair. The commencement point, reporting procedure and any site-specific access restrictions should be confirmed in the accepted quotation.

7. Scissor lift hire and access equipment

Scissor lift hire is excluded from the annual price of both packages and is chargeable separately per service visit where required. Customers may arrange their own suitable, compliant scissor lift at their own cost, provided they confirm this when placing the order and ensure it is available, appropriate and safe for use on the scheduled date. If Norton is to arrange the lift, the hire charge will be stated separately in the quotation or otherwise agreed before hire. Other specialist access equipment is excluded unless expressly agreed.

8. Repeat faults and excluded causes

Norton may charge for repeat visits where recommended repairs have been declined, delayed or not authorised.

9. Safe access and aborted visits

The customer must provide safe access, required permits, inductions and isolations. If a visit cannot proceed due to unsafe conditions, missing access equipment or customer-caused restrictions, Norton may charge reasonable aborted-visit and reattendance costs.

10. Pricing and payment

The agreed annual fee is invoiced following completion of the scheduled annual service visit, with one annual package invoice per contract year, including under multi-year agreements. Charges for scissor lifts and approved additional works are invoiced separately. Payment is due under the agreed quotation payment terms. Any agreed annual price changes must be set out in the quotation.

11. Changes, early termination and liability

Changes to covered equipment, site or hire duration must be agreed in writing. Any early termination rights, charges and liability limits must be expressly stated in the signed quotation or agreement; these draft terms do not establish an automatic cancellation fee. Nothing excludes liability where exclusion is unlawful.

12. Order of documents

If there is a conflict, the accepted quotation and any expressly agreed written amendments take priority over these standard package terms.

Customer acceptance

Name: _____

Position: _____

Signature: _____