



**ALL TOPLINE CONTROLLERS CARRY A TEN YEAR WARRANTY**

Subject to terms and conditions

## **SERVICE AND MAINTENANCE SCHEDULE/AGREEMENT**

- **FIXED PRICE AGREEMENTS**
- **NO HIDDEN EXTRAS**
- **ALL SERVICABLE PARTS INCLUDED**
- **FLEXIBILITY**
- **TECHNICAL SUPPORT**
- **TELEPHONE HELP DESK**
- **FULLY TRAINED & EXPERIENCED ENGINEERS**
- **NATIONWIDE COVERAGE**
- **TAILOR MADE PACKAGES**

Whatever your water chemistry needs, Topline can provide a total solution engineered to give you 100% satisfaction. Our range of high quality products are designed, manufactured and fully supported, on site and at our facility in Hailsham.

Dedicated to meeting your individual needs, Topline will be pleased to discuss your requirements and recommend the ideal solution. Highly skilled, dedicated and professional, we offer first class service and advice in all aspects of pool water operating conditions. Should you have any queries or be experiencing any difficulties, Topline will provide support to resolve them quickly and efficiently.

With exceptional customer service built into our high quality products, Topline offers an unbeatable range of industry solutions.

25/5/2010

## Service Agreement Pricing Structure

**Additional charges for travel outside the UK mainland will apply**

<b>Product Code</b>	<b>Description</b>	<b>Retail Price</b>
<b>CALL-OUT</b>		
T5124	Call Out (Excluding parts)	£225.00
<b>DOMESTIC SERVICE VISIT</b>		
T5700	Weekly visit (minimum 6 month contract)	£185.00 pw
<b>SERVICE INCLUDING PARTS (Single visit)</b>		
T5128	1 <sup>st</sup> System on site	£660.00
T5129	Each additional system	£300.00
<b>SERVICE CONTRACT INCLUDING PARTS (Two visit per annum)</b>		
T5370	1 <sup>st</sup> System on site	£1095.00
T5371	Each additional system	£535.00

### **SERVICE CONTRACT INCLUDING PARTS (Four visit per annum)**

T5130	1 <sup>st</sup> System on site	£1700.00
T5131	Each additional system	£595.00

**All the above service contracts are inclusive of service parts, labour and include a filtration and pool plant room check, please take time to review our service visit definition for full details**

### **TOPLINE CONTROLLER UPGRADE**

T5373	To TEC 2000 From Topline or other manufacturer Installed including commissioning and training	£1150.00
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Installation, subject to electricals and sample line being in a sound condition. Should these require replacement/refurbishment additional costs will need to be applied.

### **UV SERVICE VISIT**

T5647	UV Service kit per tube	£150.00
T5648	UV Service Visit	£225.00

Above service visit charge waived if UV systems serviced at same time as dosing systems

### **SAND CLEANING**

T5735	TOPLINE SILICA WASH PROCESS	Guide £585.00 per filter
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**The above price is a guide only, All sand clean requirements are offered by quotation as multiple filters will reduce the cost.**

The guide price is for estimate purpose only, and based on standard deep bed filters 1400mm dia. As the process is mainly labour multiple filter cleans can be carried out on the same day reducing the costs.

Single filters, tier filters, high rate filters will need to be priced by quotation.

All prices are supplied on the condition that the filters are in a good condition with all the seals, lids, laterals/internals in working order. Should any defects be found upon opening/carrying out the sand clean additional costs may be incurred, subject to quotation and approval.

Should the work not be carried out due to the above, Topline reserve the right to charge the labour provided

## **SERVICE VISIT- DEFINITION**

### **Additional charges for travel outside the UK mainland will apply**

#### **CALL OUT**

Covers engineers travel to and from site

#### **DOMESTIC SERVICE VISIT**

Includes full check of the water condition, check operation of all chemical controllers and dosing, carry out a back wash to the filters, and vacuum of the pool

#### **SERVICE INCLUDING PARTS (Single visit)**

Includes travel to and from, engineers time on site, full service of the chemical dosing system. All service parts included, N.B. non service parts e.g. dosing pump motors charged additionally. check operation of filters, circulation pumps, valves, strainer baskets, site condition, sauna and steam room visual operation checks. Report with recommended actions.

#### **SERVICE INCLUDING PARTS (Two visits per annum)**

As above with two planned visits in twelve months.

#### **SERVICE INCLUDING PARTS (Four visits per annum)**

As above with four planned visits in twelve months.

#### **UV SERVICE (ANNUALLY)**

Replace UV lamp and quartz tube, o rings and lubricate, reset hour counter.

#### **Full service of chemical dosing system typically consists of:-**

Engineer to check the operation and condition of the following, replacing worn or damaged parts as required. Usual time expected for our engineer to be on site will be approx 1.5 hours for first system and 30 minutes for each additional system.

#### **The Topline control panel**

Electronics, flow cell assembly, sensing probes, flow switch.

#### **Dosing pumps**

All liquid end parts, foot valves, suction valves, four function valves, injection valves, head and diaphragm. Injector rodding unit (if fitted).

#### **Health and Safety**

All warning labels, injection labels and sample point labels.

#### **Miscellaneous**

Check the operation of pumps, filters, heat exchangers, pipework, valves, storage containers, hoses, air blowers, strainer baskets and other associated equipment not listed. Check for leaks, condition of all seals and valves. Check condition of electrical installations, Check operation and condition of pool plant room and pool hall, skimmers, vac points, underwater lights, sauna and steam rooms including lighting, plant and condition of cabinetry, seating etc. Report on condition with recommendations as required

The engineer will also check the condition of the dosing hoses, tanks, bunds, chemical transfer pumps and safety clothing kits and will advise the site on the condition and replacement requirements. (Parts ordered/replaced at the time will require a valid order) A check on the general condition of the plant room will also be undertaken for obvious hazards and any findings reported to site.

25/5/2010

### **CONTROLLER UPGRADE**

Topline will supply, install with training a TEC2000 controller upgrading from existing Topline units or other manufacturers controllers.

This offer is subject to a service/maintenance visit being ordered for the following year after installation. This service/maintenance visit will extend the warranty for year two.

All electricals and sample hoses must be in a sound condition, additional charges may be applied should these need refurbishing/replacing.

Additional tanks, pumps, dosing accessories can be provided, at list less 20% service discount. Installation of these will be charged at our usual rates.

### **SERVICE WARRANTY**

The Topline control panel (electronics and flow cell assembly) is warranted for ten years from new. Subject to terms and conditions.

Sensing probes are warranted for 1 year from supply provided correct maintenance procedures are carried out.

Pump liquid end parts including injectors and flow switch are not covered by the warranty (Topline are not able to ensure each sites chemical mix ratios, operating conditions and maintenance procedures are correctly applied, maintained or carried out) Some items may not be serviceable in the field and may require returning to Topline for this work to be carried out; in instances of this sort every effort will be made by Topline to provide replacements or a solution to ensure that the system is left operational.

Equipment not originally purchased from Topline will not form part of this agreement, unless previously agreed in writing by Topline.

Alterations or modifications to the equipment will not be covered under this contract and should not be undertaken without prior consent from Topline.

### **CALL OUTS**

Priority will be given to holders of a current Topline service contracts.

Wherever possible, Topline will try to provide a service engineer/solution within two days from notification of a problem.

(In some instances, circumstances beyond our control may prevent us from honouring the above statement)

All call outs will require a valid purchase order supplied to Topline, This can be kept open for time and parts used, or a second order covering time and parts must be provided to Topline or engineer on site.

**A valid order must be provided prior to the engineer fitting any parts identified and estimated labour time.**

25/5/2010

### **PARTS USED.**

All parts supplied by Topline or our engineers during the course of our service contract will be genuine Topline approved spares. Non service parts will be supplied at list price less 20% to all service contract holders. Service parts ordered by the site in addition to the service visits will be supplied at list price less 20%.

Topline reserve the right to charge the client for materials and or services required as a result of:-

1. The client's failure to operate/maintain the equipment in compliance with the instructions provided (written or verbal).
2. Damage to the equipment caused by external forces.
3. Changes made by the client with respect to operating parameters or physical parts.
4. Fitting of additional or alternative equipment without prior approval from Topline.
5. Changes to the chemicals being dosed from those originally specified or the use of additional chemicals i.e. PAC without prior agreement from Topline.

### **TELEPHONE ASSISTANCE**

In most instances faults can be fixed or diagnosed over the telephone.

Topline operate a telephone support line for assistance and reporting of faults should they occur.

Please telephone our head office on 01323 440760 and provide us with as much information about the fault as possible including any error messages which may be shown on the display. You will be asked some fault finding questions and may be asked to carry out some simple instructions in order to remedy the fault or assess if an engineer will be required. All call outs will require a valid order, which is to be received by Topline prior to, and in order for the engineer to attend.

### **OUT OF HOURS**

If a fault occurs outside of normal office hours please contact 01323 440760 and leave a message. These will be periodically checked and calls returned once they have been prioritised.

Contract holders will be issued with another telephone number to contact the Topline engineers on call for assistance during the weekend/public holidays.

Two engineers on call (one north, one south) will be available to offer telephone support as they are responsible for the whole of the UK. If our engineer is within reasonable travelling distance and has the parts available to rectify your fault they can attend your site. However this visit must be covered by a valid order (given to the engineer) and may be subject to charges for out of hours working. If there is an emergency or life threatening situation every effort will be made to attend and assist you.

25/5/2010

### **SERVICE REQUESTS**

Please provide as much notice as possible when requesting a service visit which must be accompanied with a valid order. Also please advise us of any equipment that appears to need replacement or repair when placing the order.

Those clients with multiple visit service contracts will have their visits scheduled according to the type of contract with us (two/four). Should you need to call a visit forward, or amend the schedule, please contact head office 01323 440760.

### **CLIENTS OBLIGATIONS**

Staff should keep the equipment clean and ensure that any chemical spillage or leaks are dealt with promptly to avoid potential damage to the equipment, and negate the risks to the Health and Safety of your staff and patrons.

The equipment must be operated by competent and trained employees, who will be responsible for all the regular maintenance called for in the operations manual.

Only trained employees will be offered guidance to the operation of the equipment. It is the client's responsibility to ensure that all employees having access to the equipment are fully conversant with the operation of the said equipment and are trained in all aspects of handling chemicals.

### **PURCHASE ORDER RECEIPT**

If no purchase order can be provided, Topline will be unable to attend, supply or fit parts. A hard copy of all purchase orders must be faxed or e-mailed to Topline. Verbal purchase orders/agreement will not be accepted. All orders received must be signed by an authorised signatory. All orders received will be assumed that the issuer has the authority to place the order. Topline will not accept non authorised signatory as reason for non payment of invoice.

### **PAYMENT**

The payment of all invoices will be required within 30 days of the invoice for any work carried out. Disputed or unpaid invoices may invalidate the service contract.

All parts requiring to be charged for at the time of service will be notified to you before the work is completed or part is replaced and a valid order will be required before we will proceed.

Please complete and sign the contract agreement form on the following page and return (fax/post) with a valid order to Topline for us to commence with the contract.

(Signed contract agreement forms returned without an accompanying order will be deemed to be an official order).

25/5/2010



**SERVICE AND MAINTENANCE AGREEMENT**  
*(TO BE RETURNED TO TOPLINE)*

We hereby confirm our acceptance of and agree to abide by all the terms and conditions of the service and maintenance agreement.

<b>Your order No.</b>	
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This agreement is made between Topline Electronics Ltd and the following to provide a service and maintenance contract for the equipment at the site named:-

<b>Name &amp; Site Address</b>	<b>Name &amp; Invoice Address</b>
<b>Telephone</b>	

Signed for and on behalf of above:-

<b>Name.</b>	<b>Signed.</b>
<b>Position.</b>	<b>Date.</b>

Payment required 30 days from invoice;

Service and maintenance contract required

<b>Part No.</b>	<b>Pools/Spa</b>	<b>Description</b>	<b>Cost</b>

<b>Sub total:</b>
<b>V.A.T :</b>
<b>Total :</b>

**Please return to:-**

Topline Electronics Ltd  
A8 Ropemaker Park  
Diplocks Way Industrial Estate  
Hailsham  
East Sussex  
BN27 3GU

Phone **01323 440760**  
Fax **01323 844508**