

Preventative Maintenance and Scheduled Servicing Information

What is a Scheduled Preventative Maintenance Service?

Preventative Maintenance and Scheduled Servicing, also known as Scheduled Preventative Maintenance Service, is a service that is completed at least once annually. Generally a preventative service is to prevent future unwanted repairs and to extend the warranty period from one (1) year to five (5) years.

Reports can be provided upon request.

Why should you get a Scheduled Preventative Maintenance Service Contract?

A scheduled service / preventative maintenance is to ensure that your gate, garage door and/or motor see their maximum life span with minimal downtime and prevent unwanted expensive repairs.

Return Repairs

We do not charge an additional call out fee if repairs have been completed within two weeks of the service. If the issue was related to the service or repairs completed, we will not charge. Labour and additional parts are still chargeable, unless related to the service / maintenance.

Cycle Rate and Recommended Service Frequency

Recommended maintenance frequency is based on the cycle rate of the unit, as per below table.

Cycles per Day	Recommended Frequency	Services per Year
Under 20 Cycles	12 Months	One Service / Yr
20 - 49 Cycles	6 Months	Two Services / Yr
50 - 99 Cycles	3 Months	Four Services / Yr
Over 100 Cycles	2 Months	Six Services / Yr

Inclusions and Exclusions

Inclusions

- Complete system check, and run of diagnostics.
- Visual inspection of logic boards, cables, and connections.
- Testing of all electronics and mechanicals.
- Additional components such as; Testing backup battery, and solar panels, resetting limits and hinges, tensioning of fixings, arms, joints, drive rack, adjustments to hinges, lubrication of moving parts and gears, reprogramming and commissioning (if required).
- System cleaning, removal of any pest infestation or waste, and preventative pest control measures.

Exclusions

- Any major repairs
- Any major parts and/or materials
- Any additional labour

Warranty

2.1 Warranty:

Unless otherwise specified, any new parts and equipment installed by Automatic Gates and Doors is covered by a 12 month warranty as governed by the manufacturer. All Gates and Operators require a minimum of one service per 12 months for the 12 month warranty to be honoured. To initiate a further 12 month warranty, on any Gates or Doors, it is recommended that a Service Scheduled Maintenance Contract be entered into by the client with Automatic Gates and Doors. This will further extend the existing Warranty to a 24 month period. If lodging a warranty claim, please note that warranty can be null and void if anyone other than an employee of Automatic Gates and Doors, or a representative of the manufacturer concerned, performs any work on any warranted equipment.

2.2 Warranty on supply only equipment:

A statutory 12 month Warranty may be taken up by the client directly with the Manufacturer (conditions apply). No warranty offered on solar powered batteries that may run flat during periods of inclement weather.

2.3 Warranty repair works:

For a period of 3 months, all labour and equipment parts required are covered by Automatic Gates and Doors warranty on equipment.

2.4 Supply and installation jobs:

Gates / operators require a minimum of 1 service* per 12 months by Automatic Gates and Doors for the 5 Year warranty to be honoured. No warranty offered on solar powered batteries that may run flat during periods of inclement weather.

2.5 Service Contract:

AGAD Planned Scheduled Maintenance Servicing: To extend the manufacturer's warranty to 5 years at least one service is required within the first 12 months and one service each year. Full comprehensive servicing of gate operators is the best preventative measure to ensure that your operators see their maximum life span with minimal downtime and prevent unwanted expensive repairs.

2.6 Minimum Requirements:

As part of AS / NZS 60335.2.103:2016 - All sliding gates will undergo, but are not restricted to the following checklist on a planned maintenance visit.

- Complete System check, Run diagnostics, Visual inspection of logic boards, cables, connections, testing of all electronics and mechanicals.

- Testing backup battery, Testing of solar panels if applicable.

- Resetting Limits and Hinges if applicable.

- Tensioning of fixings, arms, joints, drive rack, adjustments to hinges if required,

- Lubrication of moving parts and gears.

- Resetting, Reprogramming if required and Commissioning.

- Replacement of any consumables and fuses if required.

- System Cleaning, removal of any pest infestation or waste.

- Preventative pest control measures.

Pricing is for one operator and up to 30 minutes of labour for each gate per maintenance visit. Any parts required that are above the \$100 cost required will require a submitted quote by Automatic Gates and Doors and seek approval before commencement of works. On approval of the quote by our client, we will also require a purchase for the parts and labour costs associated with the repair.

Automatic Gates and Doors may also need to return to site at a later date to complete the scope of works should no parts be available at that moment to complete the task.

If multiple operators require servicing on one site additional costs may apply. (*a service call out fee will apply)

Extended 5Yr Warranty

To extend the manufacturer's warranty to 5 years at least one service is required within the first 12 months and one service each year. Full comprehensive servicing of gate operators is the best preventative measure to ensure that your operators see their maximum life span with minimal downtime and prevent unwanted expensive repairs.