

Premium service solutions



Experts in perimeter protection

HERAS

The continuity of your business is our top priority. At Heras we have designed tailor-made service solutions that ensure your product is operating at a premium and fully compliant level. The reliability of the product is of the utmost importance to ensure you are compliant with local laws on maintaining your product. Heras has designed the following service solutions in order to provide you with optimum protection: Essential, Premium and Premium VIP. The service solutions can be customised. An overview is provided on the following page.

Why choose Heras?

- A national service solution on your full perimeter protection
- Ensure compliance with local safety laws
- Extend the lifespan of your installation
- Reduce the risk of disruptions or unsafe situations
- Fully trained and qualified skilled engineers
- Cost savings in the longer term
- Ensure your perimeter protection operates to optimum performance
- Customise your service solution to your business requirements

Our offer:

- **Service, repair and maintain all Heras and non Heras products**
- **Service and spares solutions to match your support requirements**
- **Priority support and attendance to contract customers**
- **Site surveys and equipment condition reports**
- **Discount for contract customers on spares and labour**
- **Reachable 24/7 in the event of damage or disruption**
- **Bespoke VIP solutions designed around your company**
- **12 month warranty on all repairs for contract customers**

Safety of your installation

An effective perimeter solution from Heras is a solution that seamlessly meets your security needs with one aim: to protect what is most valuable to you. The basis for this is formed by a combination of Demarcation, Entrance control and Detection. Keeping your installation in optimum condition is vital with a view to protection both the installation itself and the people who use it. All our electric installations bear a CE label, meaning they comply with European legislation. Heras confirms through the CE label that the installation has been tested or assessed according to European norms. If necessary, we modify aspects or repair minor defects so that your installation continues to meet these norms.

Speak to one of our experts: +44 0800 073 0650 or service@heras.co.uk

Choose your premium service solution



Reactive

No contract

- Repair and maintenance call out
- No technical support
- No discount on spares or labour
- An engineer will attend site, normally within 96 hours of the fault being reported



Essential

Legal coverage

- Two maintenance inspections per annum
- Discount on spares and labour
- Technical support given if required
- 12 month warranty on the repair
- An engineer will attend site, normally within 72 hours of the fault being reported



Premium

Business continuity

- Two maintenance inspections per annum
- Discount on spares and labour
- Technical support given if required
- 12 month warranty on the repair
- All initial call outs (labour) due to system failure
- An engineer will attend site, normally within 48 hours of the fault being reported



Premium VIP

Full customisation

- Two maintenance inspections per annum
- Discount on spares and labour
- Technical support given if required
- 12 month warranty on the repair
- All initial call outs (labour and replacement parts) due to system failure
- Monthly KPI reporting, if required
- An engineer will attend site, normally within 24 hours of the fault being reported

Customisation options

- Improve the time of attendance
- Maintenance inspections based on usage
- On site first line response training
- Monthly reports
- Annual reviews with KPI tracking
- Gate safety inspections
- Out of hours support
- Bespoke spares holding improving first time completion
- Updating of customers' systems if required

