

Choose your service solution

✓ Essential

- ✓ 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

- ✓ 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

- ✓ 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



Connect

	Essential	Premium	Premium VIP
Automatic alerts and notifications via your smartphone, tablet or PC	✓	✓	✓
Heras smart cloud portal	✓	✓	✓
Real-time insight into the status of your access systems	✓	✓	✓
Remote monitoring of user access	✓	✓	✓
Opening of access systems via your mobile phone	✓	✓	✓
Remote and proactive monitoring of access systems by Heras	✓	✓	✓
Maintenance notifications based on usage	✓	✓	✓
Periodic reports and statistics			✓

