

# Advantage

## Support when you need it

Signing up to a Hako service and maintenance contract, offers you complete peace of mind.

**Our service agreements aim to ensure your equipment is always working to its maximum.**

Hako's Advantage service programme offers you the peace of mind our factory trained engineers will complete regular, planned maintenance service visits, in line with the manufacturer's recommended schedule and your annual site usage hours. Portable Appliance Testing (PAT) is carried out as standard (where applicable) following a service visit.

The contract is based on the number of visits per annum – each visit includes full machinery safety inspection. Lubrication service is based on the machine run hours.

### Gain the Advantage

The Advantage service programme is based on a 48 hour technical response time and includes reduced rate labour and call out charges.

### All the Advantages, plus...

You can also choose to boost your service and maintenance programme by selecting one of our **Added Advantage** packages.

Normal working hours are Monday to Friday 08:00 to 17:00 excluding Bank Holidays.

Total peace of mind when it comes to keeping your machines performing to their full potential.

## Gain the Advantage



## Added Advantage



# 1

### Advantage 1

Replacement of appropriate consumable items including: squeegees, drain and suction hoses, castors, suction box skirts, wear plates, hopper deflector, side skirts and belts\*\*



# 2

### Advantage 2

Free of charge replacement of traction batteries on Sweepmaster and Scrubmaster models. Check of charger and associated power cables.\*



# 3

### Advantage 3

A combination of service consumables for your machines and traction batteries for Sweepmaster and Scrubmaster models. Check of charger and associated power cables.\*



# 4

### Advantage 4

You choose. We can build a service and maintenance programme tailored to your exact requirements, allowing you to budget accurately and keep your equipment running to its full potential.\*



## HAKO MACHINES LIMITED - MAINTENANCE CONTRACT AGREEMENT TERMS AND CONDITIONS

### GENERAL

- All contracts irrespective of the initial agreed term shall be subject to an annual performance review.
- The minimum contract term will apply, as stated in the contract document.
- Termination of any contract, must be made in writing giving no less than 60-days' notice (contract settlement figures may apply).
- All prices quoted under this agreement will be subject to VAT at the prevailing rate.
- Only items included in the contract document shall be covered, any additional items shall be chargeable in full to the customer.
- The contract is based on number of visit per annum, which is determined by the hours usage you, our customer, has advised. If predicted hours are not reached, this may lead to a reduction in service visits (but not in cost). However we will review your next annual contract to ensure it's efficient for your usage. If equipment undertakes more hours than predicted, this will result in additional service visits being required (chargeable) or in the case of Citymasters you will be charged per additional hour/mile. Please refer to individual contracts for full details including flexible review options.

We reserve the right to refuse warranty or contract attendance on equipment which we believe has been serviced or attended by an alternative supplier or non-Hako Engineer. To return to contract we will need to undertake a full one off service and potential replacement of any non OEM parts. This work is chargeable.

### THE CUSTOMER

- The machine must be available for the scheduled visit, cleaned and in a suitable safe working area for the required work.
- The customer must supply official authorisation with an official purchase order number within 24-hours for any verbally authorised repairs as above.
- Provide sufficient access and egress to/from site.

### HAKO MACHINES LTD (HML)

- Any damage or mis-use will be highlighted to the customer, prior to any works.
- Approval for any works outside of the contract inclusions will be sought prior to commencement of works.

### CONTRACT INCLUSIONS

- Annual contract performance reviews
- Completed job sheets via email
- Access to Added Advantage Packages
- At request of the HML engineer, make available all records of any inspections/repairs.
- Maintenance of service records
- Routine servicing (as per the manufacturers recommendation).
- Labour for the above work.
- Annual PAT testing (where applicable)
- Parts and fluids for the above work.
- Technical support.
- Full manufacturer's inspection and safety check.
- Minor adjustments and fluid level checks.
- Preferential response times.
- Preferential call out rates.
- Preferential labour rates
- Preferential parts discounts.
- Travel to/from site.
- Parts shipment costs (included items only).

### CONTRACT EXCLUSIONS

- Routine maintenance is not available outside of the normal business hours or on Saturdays, Sundays or public bank holidays.
- Any consumables, parts and labour not stated in the contract document.
- Any ground contact items, batteries, chargers and associated leads (unless stated in the contract document).
- Any repairs due to mis-use or damage.
- Out of hours attendance.
- Roadside assistance and machine recovery.
- Breakdown repairs (unless stated in the contract document).
- Excess labour due to site induction, delayed entry to site or cancellation of work on arrival.
- Excess machine hours (where applicable an excess hour's charge may apply).
- Excess hours will be charged at the agreed rate, following the annual review.



# Gain the **Advantage**

Hako Machines Limited, Eldon Close, Crick, Northants NN6 7UD

Tel. +44 (0) 1788 825600

[service@hako.co.uk](mailto:service@hako.co.uk) | [www.hako.co.uk](http://www.hako.co.uk)