



Advantage

Support when you need it most

Signing up to a Hako service 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 peace of mind as 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) can be carried out if requested and where applicable, following a service visit and as agreed at the point of contract.

The contract is based on the number of hours use per annum – this translates into agreed service visits and each service visit includes full equipment safety inspection. Lubrication service is based on the machine run hours.

The Advantage service programme is based on a 72-hour engineer response. However, triage and technical response can be available if applicable and negotiated at point of contract.

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

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

Gain the **Advantage** today!

Hako

Call our Service hotline
now on **01788 825600**
or email CST@hako.co.uk

Hako Machines Ltd – Full Maintenance Contract Agreement Terms and Conditions

General

- 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 hours use per annum, which then determines the number of visits required. If predicted hours are not reached, this may lead to a reduction in service visits (but not necessarily in cost). 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

- Completed job sheets via email
- On request, all records of any inspections/repairs
- Routine servicing (as per the manufacturers recommendation)
- Labour for all servicing work
- Annual PAT testing (where requested at point of contract)
- Parts and fluids required for the service work
- Full manufacturer's inspection and safety check
- Minor adjustments and fluid level checks
- Preferential response times compared to non contract
- Discounted labour and call out rates
- Travel to/from site

Contract Exclusions

- Routine maintenance is not available outside of the standard 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, tyres, 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
- Excess labour due to site induction, delayed entry to site or cancellation of work on arrival
- Excess machine hours will be charged at the agreed rate

Gain the Advantage today!

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

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