

SCHEDULE OF RATES FOR SERVICE CALL OUT

TYPE OF CALL-OUT SERVICE	TIME	CALL OUT FEE	EXTRA TIME CHARGE
Standard call-out	Mon-Fri: 7am – 3pm (Excluding public holidays)	\$260+GST (cover the 1 st 30mins)	Extra time: \$32.5 + GST per block of 15 mins thereafter, i.e. \$130+ GST per hour
Afterhours call-out	Mon-Fri: 5pm & Sat 7am – 3pm (Excluding public holidays)	\$520+GST (cover the 1 st 30mins)	Extra time: \$45 + GST per block of 15 mins thereafter, i.e. \$180+ GST per hour
Special hours call-out	Saturday after 3pm Sunday Public holidays	\$780+GST (cover the 1 st 30mins)	Extra time: \$82.50 + GST per block of 15 mins thereafter, i.e. \$330 + GST per hour

PLEASE NOTE TERMS & CONDITIONS Apply as follows:

1. Service call outs fee covers the 1st 30minutes time onsite only, if required extra time will be charged extra time at 15min blocks accordingly.
2. Parts are not included and will be quoted where required.
3. Service Fees are subject to change from time to time without notice.
4. Extra Travel Charges will be applicable for Sites that is 60km outside of CBD.
5. Payment of Callout Fee must be prepaid unless there is a credit terms setup with our accounts team prior to the service call, additional time and any parts will be billed following to the service call attendance.

Frequently Asked Questions

WHAT SHOULD I CHECK BEFORE I REQUEST A SERVICE CALL?

1. Check if the gate has power.
2. Check for impediments or physical things blocking the gate's course.
3. Clean and gently wipe any safety beams.

WHAT SERVICES DO TECHNICIANS OFTEN PROVIDE?

1. Onsite technicians aim to assess, isolate, report, and resolve any reported issues that impact entrance operations.
2. Upon completion of the site visit, the technician will offer a report and/or quote for any additional work required.

WHAT CAN I DO IF I DO NOT WANT TO REQUEST A SERVICE CALL?

1. Determine the model of the motor and read the operating handbook before attempting to troubleshoot it yourself.
2. Send us an email at "support@boswen.com.au" with images or videos of the issue, and we will respond with some easy suggestions within one working day.

HOW FREQUENTLY SHOULD I SERVICE MY GATES/DOORS?

1. Service Frequency is subject to usage, **low** usage is below 5 times/day, medium usage is 5-30 times/day, high usage is 30-50 times/day and very high usage or intensive is over 50+ times/ day. Initial service is recommended to be carried out 3-6 months after installation, due to most settlement and movement happening within this time frame.
2. For low usage that door needs to be serviced 12 monthly, medium usage door needs to be serviced 6 monthly, high usage doors need to be serviced 3 monthly, and very high usage frequency applications are required to service and checked every monthly. All commercial and public access doors must be serviced, and safety inspection done on a minimum of 3 monthly cycle.
3. Defective warranty only covers product and workmanship defects, poor user maintenance, unauthorized modification, water/ insects damage, and unauthorized logic programming is not going to be covered. Preventative maintenance service is not included in the product defective warranty period.

REFER TABLE AS A GUIDE:

Rating of Usage	Frequency of Use	Frequency of Use
Low usage	5 times/ day	12 monthly
Medium Usage	5-30 times/ day	6 monthly
High Usage	30-50 times/ day	Quarterly
Intensive Usage	50 + times/ day	Monthly or minimum Quarterly

TOP 10 COMMON REASONS GATES/DOORS BREAK DOWN?

1. A lack of preventative maintenance has resulted in wear and tear parts that require replacement.
2. The concrete slab has settled somewhat due to natural ground movements, which has caused the gears and racks to become misaligned and require maintenance.
3. Pests: Because motors are electronic devices that release heat, they can't be completely sealed off from the outside. As a result, there's a possibility that ants, rodents, and other pests can drop acidic debris on the electronics, leading to damage or short circuits.
4. The floor tracks have been uplifted off the ground by a forklift or tractor.
5. There is no power to the gate.
6. The safety sensors are misaligned, indicating a vehicle collision. Sometimes it just needs a simple cleaning; with wireless sensors, the batteries may need to be replaced.
7. Remote controls may be out of battery and require replacement.
8. Forced entry has caused damage to the gate's hardware, including gears and racks, and may cause alignment issues. The gate may have been tampered with, hit, or damaged, requiring assessment.
9. Poorly kept garden beds accumulated soil, grass, and garbage in the gate track and wheels.
10. The Posts footings have moved sending the hinges out of alignment.

THANK YOU!
WE WORK TO SERVE YOU BETTER EACH AND EAVERY TIME!