



SERVICE – Call Out Request

Abletek Commercial Audio Solutions

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To Request an Abletek Service Call Out: **(Non Service Customers ONLY)**

- ✓ Read the Service Call Request Terms & Conditions on page 2.
- ✓ Print & complete the following Service Call Request (SCR) form.
- ✓ Scan & email the completed form (page 1 only) to: service@abletek.co.uk

ABLETEK CUSTOMER DETAILS:		CALL OUT / SITE DETAILS:	
Company Name:		Site Address:	
Name:			
Telephone No:			
Email:			
DATE:			
QTY ENGINEERS REQUIRED? (please read terms on page 2)		Site Contact Name:	
DURATION OF CALL OUT? (please read terms on page 2)		No. Days:	Site Contact Tel No:
SERVICE CALL – DETAILS:			
Description of call out: Please include as much detail as possible – system/s details, date and time of symptoms of issue/fault, extent of issue/fault, any rectification or remedial works taken place.			
PRIORITY: (tick)		URGENT	ROUTINE
Priority selection: Please detail the effects and impact of the issue/fault.			
CONFIRMATION: (tick)		<i>I have read the Service Call Request Terms and Conditions on Page 2</i>	

Service Call Request – Terms and Conditions

1. Document / Form Use:
 - a. Please USE this document if you are a new or existing Abletek Customers without a current Service Quotation and Reference (eg. SVC125xxx).
 - b. Please do NOT use this form if you are an existing customer with a current Service Quote and reference.
 - c. Please do NOT use this form if you have a formal Service and Maintenance Contract with Abletek.
 - d. Please do NOT use this document for product returns or warranty issues or repairs.
2. Call Out Response:
 - a. Please indicate the priority of the call out request. Include details of the priority together with the impact of the issue/fault. Abletek response to the call out request is deemed 'best effort' and is subject to engineering availability and workloads – we will endeavour to respond as quickly as we can.
3. Qty Engineers Required:
 - a. Troubleshooting and repairs to commercial audio systems is likely to need 2 engineers – especially true for large sites and/or working on speakers/speaker circuits. Request a single engineer only if you are certain that the site support works will not require 2 or more engineers (if you are unsure, request 2 engineers).
Note: *The call out will be deemed 'abandoned' if the call out request for a single engineer is incorrect.*
4. Parts & Materials:
 - a. Any new or replacement parts to be provided at additional cost to the service call out cost.
 - i. The call out engineer (or Abletek office) will detail and quote for any parts and materials needed to resolve the issues/fault during the call out. If the quotation is accepted and the engineer has the part/material, then the repair can be effected during the call out (if time allows).
 - ii. If the call out engineer does not have the required part/materials to effect a repair during the call out, a quote will be provided for the part/material, and a new date for the repair arranged.
5. Access:
 - a. Time & Security: The call out engineer MUST be provided with appropriate 'access' to the site and system locations during the call out period (keys, codes, card access etc).
 - b. Physical: The call out engineer MUST be provided with any specific physical access to inspect, test and repair the system (safe working platform, tower, MEWP etc).
 - c. Vehicle: The call out engineer will require vehicle and parking access ON the customer site.
6. Lone Working:
 - a. To comply with statutory and employer H&S regulations, the call out engineer must not be left 'lone working' where there is, or could be a H&S issue relating the scope of works being carried out during the call out (confined spaces/voids, plant or service rooms etc.)
 - b. A second Abletek engineer or suitably qualified/knowledgeable customer engineer/representative is required for ALL call outs relating to H&S issues and lone working.
7. Abandoned Call Out:
 - a. The call out engineer may abandon the call out if:
 - i. Only one Abletek engineer has been requested, but works require two engineers (see 3 above).
 - ii. No access to the site or system locations (free, on-site parking of trade vehicle is required).
 - iii. Only one Abletek engineer has been requested and has been asked to lone work faced with possible H&S risk/issue.
 - iv. The Abletek engineer has been asked to work unsafely or within an unsafe area/environment without protection or suitable acceptable mitigation.

Note: *Full cost and payment is due for ALL abandoned engineer call outs.*