

## Repairs Definitions

### Repairs

NEE provide a back to factory repairs service on all of our control equipment. The following table provides you with details of the various levels of repairs service that we offer. The level of response selected will determine the cost of the repair and the time taken to return the equipment to you.

Repairs Response Level	Comment
In Warranty Repair (5 days)	NEE provides a 12 months back to factory warranty. The label on the back of your controller will identify its build date. The 12 month warranty period starts from that date. If your equipment has been supplied as part of a complete machine then you should contact your supplier for warranty information.
Standard Response	NEE repair equipment on a first come first served basis, getting your equipment back to you as soon as possible. Due to current work loads and priority requests for assistance the actual time taken to get to your repair will vary. Repairs logged into the system for Standard response may take up to 4 weeks to be returned to you.
Next Day Response	<p>For those that urgently need their equipment to be repaired we offer a next day service, provided the goods are received by us before 11:00am.</p> <p>In some cases it will not be possible to complete the repair in 24 hours, due to the complexity of the problem. In these cases we will keep you informed of when the equipment will be returned to you.</p>
Same Day Response	<p>For extremely urgent repairs a same day response is offered , provided the goods are received by us before 11:00am. We aim to repair the goods and ship them back on the same day that they were received.</p> <p>In some cases it will not be possible to complete the repair in time, due to the complexity of the problem. In these cases we will keep you informed of when the equipment will be returned to you.</p>

### Costs

The cost of the repair will consist of a labour charge and the cost of any significant parts that have to be replaced. The labour charge will vary depending upon the type of control equipment that is being repaired and the response level that you have selected. The labour charges for your equipment will be quoted by our Customer Support Staff.

If during the repair process we identify that there are significant components that need to be replaced, then these items will be charged for in addition to the labour charge. We will contact you for confirmation that we can proceed with the repair, where any additional charges are identified.

If we are unable to find a problem with your control equipment then we will inform you of this and return the equipment to you. A 50% labour charge will be raised to cover the testing of the equipment. If a fault is subsequently found as a result of further information then this charge will be credited.

## FIELD SERVICE DEFINITIONS

In addition to the repairs service we also offer on site repairs as in some cases it is not feasible for you to send the control back to NEE Controls.

A request for on site services will be acknowledged by sending a faxed copy of the completed field service request form (FSRF) to NEE Controls Ltd.

Our support staff will then validate or re-arrange a mutually agreed date by phone upon receipt of the FSRF.

<b>Standard service</b>	An engineer will be on your site within 3 to 5 working days after your request. A 'Standard' controller repair charge will be included for this service.
<b>Next day service</b>	An engineer will be on your site the day after your request. A 'Next Day' controller repair charge will be included for this service
<i>With the standard &amp; next day service, we will endeavour to have an engineer on your site by 11.00 AM. Due to road travel conditions however, this will not always be possible to guarantee.</i>	
<b>Same day service</b>	Dependent upon the time of the request & your location as well as road travel conditions. We will ensure that an engineer is on your site the same day as your request. A 'Same Day' controller repair charge will be included for this service.

As with repairs performed at our factory any significant components that have to be replaced as part of the repair will be charged for separately.

### Over Night Accommodation

If the site visit cannot be completed in a single day then over night accommodation expenses may be charged in addition to the other service costs.

# Repairs/Field Service Request Form

Please Fax Completed form to NEE Customer Support A.S.A.P. (0191) 482 6035

Estimate Es/

## Contact Details

Your Name \_\_\_\_\_ Control Type \_\_\_\_\_

Company Name \_\_\_\_\_ SerialNumber \_\_\_\_\_

Brief Description of Problem\Reason for Visit	Address of Site to be Visited

Repairs Only				
	<b>In Warranty (5 Days)</b>		<b>FOC</b>	
	<b>Standard Response</b>		<b>£</b>	
	<b>Next Response</b>		<b>£</b>	
	<b>Same Day Response</b>		<b>£</b>	
Response Required (Site Visits Only)				
<b>Standard</b>		<b>Travel Cost ___ Hours@£POA/Hour</b>	<b>£</b>	
<b>Next Day</b>		<b>Control Repair Charge/Time on Site@£POA/Hr</b>	<b>£</b>	
		<b>Call Out Charge</b>	<b>£</b>	
<b>Same Day</b>		<b>Possible Overnight Stay @ £POA/night</b>	<b>£</b>	
Possible Replacement Parts				
			<b>£</b>	
			<b>£</b>	
			<b>£</b>	
Sub Total				
			<b>£</b>	
<b>Delivery</b>	<b>POA</b> <input type="checkbox"/>	<b>FOC</b> <input type="checkbox"/>	<b>NEE Del</b> <input type="checkbox"/>	<b>£</b>
<b>VAT @17.5%</b>			<b>£</b>	
<b>Total estimated cost</b>			<b>£</b>	

**I accept the above Estimated Costs**

Order Number: \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_