

# Service and Maintenance

superior after sales support from Topline



## DATA SHEET

**Topline are pleased to offer exceptional levels of after sales support. All our customers can access our Technical help desk during normal office hours. For contract customers we also offer an out of hours help line, which is available seven days a week, 364 days a year.**

Topline offer the following types of services:

- Call out** in response to a particular problem. These are charged at call out rate plus cost of parts used.
- 12 Month Dosing System Service Visit** to service the dosing system and associated pumps. Includes all parts except dosing pump motors, electric agitators and dosing lines.
- 2 Visit Dosing System Service Contract** to visit site twice a year and service the dosing system and associated pumps. Includes all parts except dosing pump motors, electric agitators and dosing lines.
- 4 Visit Dosing System Service Contract** to visit site four times a year and service the dosing system and associated pumps. Includes all parts except dosing pump motors, electric agitators and dosing lines.

- 2 Visit Full Plant Service Contract** to visit site twice a year and service the dosing system and associated pumps. Includes all parts except dosing pump motors, electric agitators and dosing lines. Routinely service the filtration system and provide report.
- 4 Visit Full Plant Service Contract** to visit site four times a year and service the dosing system and associated pumps. Includes all parts except dosing pump motors, electric agitators and dosing lines. Routinely service the filtration system and provide report.
- 12 Visit Full Plant Service Contract** to visit site twelve times a year and service the dosing system and associated pumps. Includes all parts except dosing pump motors, electric agitators and dosing lines. Routinely service the filtration system and provide report.
- 52 Visit Full Plant Service Contract** to visit site fifty two times a year and service the dosing system and associated pumps. Includes all parts except dosing pump motors, electric agitators and dosing lines. Routinely service the filtration system and provide report. Whilst on site we will also backwash, clean strainer baskets and fill chemical day tanks. Please note this service can require the installation of additional equipment.

All service contracts automatically extend the warranty on the dosing system control panel by 12 months.

**Holiday Cover** to provide routine maintenance cover whilst your normal maintenance technician is on holiday. Our engineer will visit site twice a week to backwash pools, clean strainer baskets, fill chemical day tanks and check chemical control system.

- Fixed price agreements
- No hidden extras
- All serviceable parts included
- Flexibility
- Technical help desk
- Fully trained, experienced engineers
- Nationwide engineering coverage
- Quick response.



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