



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:

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.

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.

Filtration System The filtration system will directly impact the performance of the dosing system, whilst on site servicing the dosing system the engineer will check on the function of the filtration and report on the condition and any remedial work required.

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.

Fixed Price Service Provision can be provided to cover, chemical dosing, underwater lights, filtration system including filters circulation pumps, heat exchangers, feature air blowers, filters and pipework. In addition over the contract period we will maintain and or replace the steam room and sauna. Topline are in a unique position to offer this service being a manufacturer of water treatment systems, saunas and steam rooms. All fixed price service contracts are designed to cost no more than the budget that is already in place to maintain the equipment. The replacement of equipment and saunas would normally be extra cost to the operator, that is not the case with this contract.

Summary

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

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