

PRODUCT MAINTAINANCE PROCEDURES

Thank you for choosing SmallWall School Products. I'm delighted to say we now offer a maintenance service where we can call out to schools and give our products a once over. This can be done as a **preventive programme** or as a **call out**. Engaging in a maintenance programme with SmallWall ensures you that our product will have a longer product life and reduce the risk of any product failure due to wear or misuse.

PREVENTIVE

We come to your school and check our products to make sure they are fit for use. This is done at a time frame and budget that suits you. We recommend minimum at least one visit per year preferably before school year starts.

Regular Preventive maintenance call out fee @ €200 plus vat. per visit

CALL OUT

If you need us to call out and maintain our products our maintenance team can schedule you in for a visit with a quick turnaround time

Maintenance call out fee @ €250 plus vat. per visit

Please note if problems arise with any of our products within the first year no call out or maintenance fee will be charged as this will be covered under warranty.

List of some maintenance checks

- **Check all Bolts and Nuts**
- **Check all Climbing Holds**
- **Check all Steel Framework**
- **Check all Wear**
- **Wash all products and signage where possible.**
- **Wipe Down all products.**
- **Check all Ground Fixings**
- **Remove any burs that may have occurred.**
- **Photograph work completed and email back report for school files.**