

Company Name : \_\_\_\_\_ Tel : \_\_\_\_\_

Company Address : \_\_\_\_\_ Fax : \_\_\_\_\_

\_\_\_\_\_ Email : \_\_\_\_\_

Post Code : \_\_\_\_\_

**ENGINEERS CALL OUT - SCOPE OF WORK**  
**BREAK DOWN - REPAIR - SERVICE**  
**OPERATOR MACHINE FUNCTION TRAINING**

Dear Sir

Thank you for your enquiry reference JPS Machinery Ltd to supply service engineer(s) to attend at your workshop. In pages 1 to 12 of this document, are set out the : scope of work, our hourly & travel charges, terms & conditions.

***'Please read this document'***, then, if you wish to proceed, sign page1, **return only the page 1 back to us**, [ e mail, or fax] **NOTE !** Only on receipt of your signed acceptance, can we advise to you the availability of engineer(s) to visit your works.

**Overtime working - Please read notes page 5 & 6 – Please tick a box accordingly**

1. This service work is **urgent**, please attend **ASAP**

2. This service work is **not urgent**, please attend at first opportunity

**I have read Pages 1 to 12 of this document.**

**I have noted and agree to the scope of work, Leeds preparation / return unload time, hourly on site workshop & travel charges, part location office time. the general terms & conditions, as set out on these pages.**

**Particular Attention \* Page 5 'Working at Height'**

**Particular Attention \* Page 7 'Travel Time'**

**Particular Attention \* Page 8 – 'Safe Working'**



**These terms and conditions will be effective for all my ongoing service requirements for a 12 month period, commencing at today's date.**

**OUTLINE DETAILS OF PROBLEM (Machine type & year of manufacture if known please)**

**Our purchase order number to cover the engineers visit is:**

**Our company registration number is : [ \* required please ]**

**NAME : \_\_\_\_\_ DATE : ...../...../.....**

**SIGNATURE : \_\_\_\_\_**

## ENGINEER CALL OUT - SCOPE OF WORK

### BREAK DOWN - REPAIR - SERVICE OPERATOR MACHINE FUNCTION TRAINING

#### MACHINE : BREAK DOWN / REPAIR / SERVICE

The engineers initial visit(s) to your workshops are to firstly diagnose the problem(s) with the Metalworking machinery / equipment. Only when this diagnoses is completed can our engineers advise to you if JPS Machinery Ltd are able to resolve the problem(s).

**For the avoidance of doubt :** If our engineer(s) come to the conclusion that the problems with the machine / equipment cannot be resolved, then '**please note !**' that under these circumstances you will incur our engineers hourly charge rate, plus the additional travel & mileage cost's

#### We state this fact to for the avoidance of doubt :

Whilst our engineer always endeavour to diagnose and resolve problem's during a visit, this may be problematic for the following reasons :

#### Access to manufacturers technical information, such as a operators manuals

Manufacturers *technical information is often critical to diagnosing and understanding the fault(s) and solutions*

**If** JPS Machinery Ltd did not supply the equipment, our engineers may not therefore have in their possession a relevant operator's manual, or have had previous experience with this particular equipment. In this instance our engineer(s) will require to see your copy of the operators manuals, electrical, hydraulic circuit drawings, parts lists etc, that were originally supplied with the equipment by the manufacturer, or the machinery dealer.

**For the avoidance of doubt :** If you do not have available the manufacturers technical information, operators manual etc, *then diagnosing a fault may be 'difficult and time consuming'*.

If you cannot supply the manufacturers technical information, then our engineer may have to on your behalf, source this information, i.e. from the equipment manufacture, or any other source of information deemed suitable. This will incur your company in additional costs, i.e. office administration time, manufacturers charges for supply of manuals, drawings etc, plus delays in diagnosing your equipments faults

## ENGINEERING CALL OUT - SCOPE OF WORK

### BREAK DOWN - REPAIR - SERVICE OPERATOR MACHINE FUNCTION TRAINING

#### Specifically relevant to : Plasma & Laser Cutting, CNC Punching

It is not possible for our team of engineers to be knowledgeable with reference to the operating system and the CNC software of all Plasma & Laser cutting machines, CNC Punching machines. therefore our engineer(s) will require to be assisted at all times [ *overtime included* ] by a machine operator who is competent with the machines controlling software.

In the event that JPS Machinery Ltd advise to you the customer, that we cannot resolve the problem(s) with the machinery / equipment, or you the customer decided not to instruct JPS Machinery Ltd to proceed further, because a repair is not cost effective, or that the envisaged time scale of repairs is not acceptable to you, then we JPS Machinery Ltd will charge you for our engineers visit(s), ie time plus travel expenses.

2) The fault may be of an intermittent nature, **this kind of fault is very difficult to diagnose.**

(a) The fault may not be occurring when our engineer visits, and the machine may not produce the fault during his visit.

(b) Our engineer might not at first fully diagnose how the intermittent fault is being created, the problem may have more than one cause and require additional engineer's visits to fully resolve.

(c) Fault determined as being within the machines computer control system NC or CNC. Again recognising a fault, being able to trace the fault to a specific area within a computer system can be problematic, often resulting in more than one attempt to solve the fault .

We do not have in house technicians to fault find / repair NC or CNC control systems, we send NC & CNC control systems to specialist providers. Sometimes it may take one or two attempts to finally solve the problem, costs relating to this may involve our re sending of the NC & CNC control systems back to our specialist providers for an additional fault finding investigation.

Consequently our engineer(s) may have to leave your site, requiring to return an other day(s) to deal with the re occurring intermittent fault, or with repaired equipment, replacement parts, technical knowledge etc.

**We state this fact to for the avoidance of doubt :** that under these circumstances you will incur our engineers hourly charge rate, plus the additional travel & mileage cost's at each subsequent visit to your workshops.

## ENGINEER CALL OUT - SCOPE OF WORK

### BREAK DOWN - REPAIR - SERVICE / OPERATOR MACHINE FUNCTION TRAINING

#### OPERATOR MACHINE - EQUIPMENT FUNCTION TRAINING

Our team of experienced metal working engineers are available for operator '**equipment function training**'.

Typically we are asked to assist with operator – '**equipment function training**' for :

#### SHEET METAL & FABRICATION EQUIPMENT

All Manufactures of :

Press Brakes  
Guillotines  
Folders  
Plate Rolls  
Section Rolls  
Band saws  
Hydraulic Presses  
Universal Steel working Equipment  
Cut & Drill Lines  
Plasma Cutting Machines

CNC Controls such as : Delem, Cybelec, ESA, Euro Gauge, Promech, etc

#### 'For The Avoidance of Doubt' :

Regarding the equipment you are requesting '**equipment function training**' upon, if JPS Machinery Ltd are not currently involved in the annual servicing, or you have recently purchased the machine from **a dealer, auction, e bay, private treaty etc**, then, prior to any training commencing, our service engineer(s) will check the equipment to determine that the equipment is in a safe and good working condition, that all tool settings, control systems, operator guarding etc are functioning correctly.

If our engineers detect any problems with any of the above, then training will not commence until all problems are resolved, *this will incur extra chargeable service engineers on site time.*

Our training is directed at ensuring that the operators attending understand the '**equipment functions**'. We are not offering 'skill training', therefore operators attending our training are presumed to have the basic skills that are relevant to the equipment

#### These are not accredited training program's

We offer the employer, our '**in house**' certificate of attendance of the machine '**equipment function training**', session(s).



**OUR CHARGES - TERMS & CONDITIONS**

*Engineering technician to deal with a Mechanical, Electrical, Hydraulic, Pneumatic fault, or a NC - CNC control problem.*

*Operator Training*

*Overtime Payment*

*Engineers Chargeable Hours :*

*Working at height :* 

*Safety 'Induction Session's*

*Over-night accommodation and meal expenses*

*Mileage charges :*

**Weekday Monday to Friday :**

Between the hours of **8.0 am to 18.00 pm**  
Excluding weekends & bank holidays.  
**£ 45.00 + vat** per hour / **per engineer**  
*Preparation & return unload time Leeds workshop - On site and travel time*

Excluding weekends & bank holidays.  
**£ 50.00 + vat** per hour / **per engineer**  
*On site and travel time*

Week day hours **after 18.00 pm**

**Time & a half [ time x 1 ½ ]**

Weekend working **8.30 am to 4.00 pm** only

**Saturdays & Sundays**

**Double Time [ time x 2**

*On site and travel time*

**No Bank Holiday working**

Are chargeable from a engineers departure our Leeds workshop, to a engineers arrival back at our Leeds workshop, plus :  
*Preparation & return unload time Leeds workshop*

**'If working at height is required'**, then it is the customers' responsibility to provide approved / certified scaffold, access towers, elevator platforms, fall safe harness etc, with a suitably qualified personnel to erect them.

In the event that our engineers are required to attend a Health & **Safety 'Induction Session's** that was not previously mentioned to our company when JPS Machinery Ltd submitted a quotation / cost estimate, then time involved in your companies **Safety 'Induction Session's** will be charged extra at our hourly engineers rate

Are chargeable to the customers account at **£ 130 per night / per engineer.**

This charge may be increased if the cost of Hotels in your area are excessive.

Are chargeable, at the rate of **45p per mile / per vehicle**

View our website

**jps-machinery.co.uk**

## OUR CHARGES - TERMS & CONDITIONS

### OVERTIME WORKING

Please note the nature of service work with regard to duration of attendance at a prior service makes our arrival at your workshop '**un-predictable**'.

Please be aware that our hourly on site & travel time charges increase at **18.00** pm as detailed page **5**, therefore if your scheduled slot is in the afternoon, your hourly on site & travel time charges may incur hours at our stated overtime rates. **Please see the options below :**

**On page 1** : You have the choice to instruct us if this work is **urgent** or **not urgent**, please tick the appropriate box, we will then interpret your instructions as follows

1. **Urgent** – We will arrive at your workshop at our first opportunity, this may be in the afternoon, therefore this may involve overtime working charges.
2. **Not Urgent** – We will arrive & depart your workshop at a day & hour that will not involve our overtime charges , however '**please be aware**' that dependent upon the hours required to complete the work, the avoidance of overtime working, may result in extra mileage & travel charges

**ENGINEER CALL OUT - SCOPE OF WORK**

**BREAK DOWN - REPAIR SERVICE  
OPERATOR MACHINE FUNCTION TRAINING**

**OUR CHARGES & TERMS ARE AS FOLLOWS :**

**Visit preparation and  
return unload time :**

**Visit preparation / return unload time :**

Our service team engineers, have to prepare for each individual job JPS Machinery Ltd undertake:

Tools, hydraulic oil, oil pumps, collect repaired parts etc, etc

JPS Machinery Ltd included in our outgoing and return travel times, all the preparation work time that is applicable to work undertaken at your request, plus the required unloading on return to our Leeds work shop

**Travel time charges :**

**Travel time charges are chargeable per engineer**

**Either :** Outgoing from our Leeds workshop, return journey to our Leeds workshop, or chargeable from a previous customer works & then the return journey to our Leeds workshop. *At the charging rates set out on page 2*

**Travel time is 'actual' travel time;, not travel time generated by sat nav's or post code to post code software.**

**Our Service team engineers may encounter varying levels of '*route congestion, road works, accident incidents*' etc, clearly, JPS Machinery Ltd cannot control such traffic conditions to and from your workshop.**

**Additionally they may be towing a trailer, which does slow down road speeds.**

**'FOR THE AVOIDENCE OF ANY DOUBT'**

**Any resulting increase in our service team engineers travel time caused by '*route congestion, road works, accident incidents*' will be passed on to your company.**



**ENGINEER CALL OUT - SCOPE OF WORK**

**BREAK DOWN - REPAIR - SERVICE  
OPERATOR MACHINE FUNCTION TRAINING**

**OUR CHARGES & TERMS ARE AS FOLLOWS :**

***Mileage charges :***

**Are chargeable per vehicle**

**Either Direction :** Outgoing from our Leeds workshop, return journey to our Leeds workshop, or chargeable from a previous customer works & then the return journey to our Leeds workshop. *At the charging rates set out on page 2*

It is possible that whilst travelling our technician(s) may encounter route diversions, or road works, therefore travel distance & travel times may vary on different dates.

***'Safe working' during our service engineer(s) attendance at your workshop :***

In the event that our engineer will require assistance with removal / re position of heavy & cumbersome parts, fault finding, such as these examples:

- Heavy hydraulic cylinders,
- Large electric motors,
  - Heavy gearboxes
- Long heavy single piece guillotine blades
- A person to operate functions of a machine whilst our engineer determines faults

**For the avoidance of any doubt**

if your company cannot supply **suitable** / **competent** assistance, then to facilitate **'safe working'** avoiding possible injury to our engineer or others, plus facilitating the fault finding, unless we have confirmation of your company providing a suitable person to assist, our service engineer, then we will have no option but to consider this to be a **2** man job. you will be charged for **2** engineers time, travel, on site time, accommodation.

***'Please consider this issue prior to our engineers visit'***

***We will assess the work, sending the number of engineers we consider appropriate for 'safe working', unless you advise our company 24 hours in advance of our engineers visit that you wish to provide a 'suitable / competent' person to assist our engineer during a visit.***

View our website



**ENGINEER CALL OUT - SCOPE OF WORK**

**BREAK DOWN - REPAIR - SERVICE  
OPERATOR MACHINE FUNCTION TRAINING**

**OUR CHARGES & TERMS ARE AS FOLLOWS**

**Replacement Parts :**

Where replacement parts are to be located, ordered, then collected, we will charge at our standard service engineer hourly rate of £ 45.00 + vat / per hour

The work of location of parts may out of necessity be undertaken at JPS Machinery Ltd premises.

*If you prefer that your company employees locate & collect parts, then you must instruct our engineers of this preference immediately upon their arrival at your workshop.*

**Hydraulic Oil - Filter change :**

Most Hydraulic valve systems are sensitive to debris in the Hydraulic oil system. Damage to a valve created by debris can be very expensive.

We recommend the following :

- 1) A periodic filtering of your hydraulic system  
Using a Hydraulic pump with a 10 micron filter  
[ As part of a planned maintenance program ]
- 2) All Hydraulic oil used to top up machines  
Or re fill machines has been pre filtered  
[ by your supplier ] with a filter not greater than  
20 microns

**Please Note :**

If we are requested as part of our service & repair work to change hydraulic oil, or top up Hydraulic oil, then, we only supply Hydraulic oil filtered to 20 microns. [ Its more expensive !]

If you choose to supply the Hydraulic oil, and Supply to our engineers Hydraulic oil that has not been pre filtered by your supplier, then we cannot be held responsible for future problems caused by debris damaging Hydraulic valves.

Should your equipment require Hydraulic oil, oil filter change, then, if you the customer purchase these items, you are then responsible to dispose of all of the old oil, old filters, all the oil containers, as per the guidelines of your stated environmental policy.

Under no circumstances are we at JPS Machinery Ltd responsible for such disposals

JPS Machinery Ltd will be responsible only for the actual task of the oil change, supply & fit of the new filters.

*If you are to supply the new hydraulic oil, please ensure the new hydraulic oil is on site before the due date of our engineers arrival*

*Please see our notes - advice opposite*

*Please ensure suitable container(s) are available to discharge the old hydraulic oil into.*

**ENGINEER CALL OUT - SCOPE OF WORK**

**BREAK DOWN - REPAIR - SERVICE  
OPERATOR MACHINE FUNCTION TRAINING**

**OUR CHARGES & TERMS ARE AS FOLLOWS :**

**Replacement Parts [ cont'd ] :**

Where replacement parts in excess of **£ 300.00 + vat** are required to complete the service or repair work, then customers will be requested to purchase all required parts at their own cost from suppliers, or alternatively make a payment to cover purchase of such parts to JPS Machinery Ltd prior to the order of such parts.

**Replacement Parts :**

Where replacement parts are required to be sourced, either by JPS Machinery Ltd or directly by the customer,

- 1) We specifically exclude our warranty cover should problems arise from the newly purchased parts
- 2) Replacement parts sourced that do not match the original part, causing a requirement for modification, extra work, extra travel time etc,

Then, we will charge for our time to resolve problems arising as described in 1) & 2) above

*Any problem with replacement parts, it is the sole responsibility of the customer to seek redress from the parts supplier.*

**ENGINEER CALL OUT - SCOPE OF WORK**

**BREAK DOWN - REPAIR - SERVICE  
OPERATOR MACHINE FUNCTION TRAINING**

**OUR CHARGES & TERMS ARE AS FOLLOWS :**

**Warranty of our work :**

We give a **30** day warranty relating to our work **The essence of our warranty being**, that all our written or verbal recommendations relating to the service / repair work have been implemented.

Should the customer choose to limit the scope of repair because of time or financial restraints, then this customer action will void our ability to warrant our work.

**Administration - Searches :**

To effect a satisfactory repair solution, our engineers will first need to understand the complexities of the equipment. Operators manuals, schematic drawings of electrical & hydraulic circuits, mechanical assembly drawings are required.

If you cannot supply these, then our engineers will endeavour to locate this information from the machine manufacturers, if the machine manufacturer cannot be found, then our engineers will seek advice from wherever the required advice can be found

*This work will be charged at our standard rate of £ **45.00** per hour + vat*

**Acceptance of our Engineers time, expenses, spare part detail's :**

Our engineer will seek a suitable person to 'sign off' his time sheet, expenses, spare part details etc, in the event that the engineer cannot locate a suitable person, the engineer will leave site.

**Time sheet hours :**

Are rounded up to the nearest  $\frac{1}{4}$  hr  
Minimum on site time charge **2 hrs**

**Consequential Loss :**

We accept no liability for any loss incurred due to interruption of production resulting from equipment down time during repair or service, however the 'down time' is incurred.

**ENGINEER CALL OUT - SCOPE OF WORK**

**BREAK DOWN - REPAIR - SERVICE  
OPERATOR MACHINE FUNCTION TRAINING**

**OUR CHARGES & TERMS ARE AS FOLLOWS :**

**Credit Limit :**

**New** customers are required to make cleared funds payment prior to every visit our engineers make to your works premises, until credit terms have been established

The amount requested on each occasion of our service teams visit(s). may be variable, calculated upon our service managers estimate of :

Site work & travel time + travel costs, parts required.

We will credit / refund any of our charges that are not applicable.

Credit accounts are confirmed, after completion of the **1<sup>st</sup> service** call out job and all relevant credit searches.

They are set at **£1,000.00** + vat per month,

to a maximum total limit in any period, that does not exceed **£2,000.00** + vat

*Requests to increase this credit limit can be discussed with our service manager*

**Payment :** Where account facilities have been agreed

It is a net monthly account

**LEE FOZARD - SERVICE MANAGER**  
**JPS MACHINERY LTD**  
METAL WORKING SOLUTIONS  
Tel : 0113 2363366  
Fax : 0113 2363339  
Web : [www.jps-machinery.co.uk](http://www.jps-machinery.co.uk)  
E mail : [service@jps-machinery.co.uk](mailto:service@jps-machinery.co.uk)

**SALES & SERVICE  
MANUAL or CNC  
METALWORKING MACHINERY  
MACHINE TOOLS**