



SERVICE-REPAIR-BREAKDOWN

SERVICE, REPAIR & BREAKDOWN

WITH JPS MACHINERY LTD

Thank you for your enquiry re JPS Machinery Ltd to supply service engineer(s) to attend at your workshop.

Pages **2 to 9** of this document, set out the scope of work, for a variety of common service, repair, breakdown problems, plus our hourly on site & travel charges, *mileage costs*, payment terms & conditions etc.

Service, Repair, Breakdown, Technical Support

JPS Machinery Ltd have possibly the largest independent metalworking dealer service team here in the UK

To be a JPS Machinery Ltd Service customer guarantees a **reliable response, ongoing technical support** for **Service, Repair, Breakdown.**

We additionally offer operator '*machine function training*', operator refresher training, via telephone support, or an engineer call out '*experienced, reliable, professional*'



'Please read this document pages 2-7', then, if you wish to proceed, please enter all requested information below (page 2), please sign this page (page 2) then

'email only page 2' back to our company at: service@jps-machinery.co.uk

PLEASE NOTE! Only on receipt of your completed & signed acceptance, can we advise to you the availability of a service engineer(s) to visit your works.

I have read Pages 2 to 9 of this document.

I have noted and agree to the hourly charges, mileage charges for:

Travel time & mileage, on site time at customers workshop, plus Leeds preparation / return unload time, part location time.

The general terms & conditions, as set out on within these pages 2 to 9.

These terms and conditions will be effective for all your companies ongoing service requirements for a 24 month period commencing from the date of our 1st service engineers visit.

COMPANY NAME	
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Company Address:

Our company registration number is:

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Our purchase order number is:

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***Required Field* your accounts email:**

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SIGNATURE:..... | DATE:

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Please Note* Our companies' principle activity is the supply of New or Used metalworking machinery

We look forward to hearing from you when you are next considering a metal working machine purchase



What is Covered:

Our engineer(s) **initial visit(s)** to your workshops is to firstly diagnose the problem(s) with your companies Metalworking Machinery. Only when this diagnosis is completed can our engineer(s) advise to your company if JPS Machinery Ltd service team engineers are able to resolve the problem(s) same day, or if a return visit is required

For the avoidance of doubt: If our engineer(s) conclude that the problems with the Metalworking Machinery cannot be resolved, then **'please note *'** that under these circumstances your company will incur our standard engineers hourly charge rate, plus travel & mileage cost's.

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

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

If JPS Machinery Ltd did not supply the equipment /machinery, 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 / machinery by the original manufacturer, or the original 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 companies' behalf, source this information from the original machine manufacture, or their UK agent, or any other source of information deemed suitable.

This will incur your company in additional chargeable costs, such as our office administration time, manufacturers charges for supply of manuals, drawings, telephone assistance etc.

Health & Safety

To ensure that JPS Machinery Ltd Health & Safety policies are applied, our service team do not undertake to work seek assistance from a member of a customer's work force in situations where additional assistance is required for the safe removal of parts, tooling, guillotine blades etc,

For the avoidance of doubt :- if in advance JPS Machinery Ltd know that additional assistance is to be required, then JPS Machinery Ltd will attend your workshop with a 2nd service team member, *who will be chargeable at our hourly rates as detailed page 4*



General Terms & Conditions

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

Operator 'Machine Function' Training – if requested is extra For the AVOIDENCE OF DOUBT This is not 'operator skill training'

Overtime Payment

Engineers Chargeable Hours :

Over-night accommodation and meal expenses

Mileage charges:

Weekday Monday to Friday:

Between the hours of **08.00** am to **18.00** pm, **Excluding** weekends & bank holidays.

£ 65.00 + vat per hour / **per engineer**

Preparation & return unload time Leeds workshop - On site and travel time, mileage costs

Excluding weekends & bank holidays.

£ 65.00 + vat per hour, **per engineer**

On site and travel time, mileage costs

Weekday 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, travel time -

No Bank Holiday working

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

Are chargeable to the customers account at **£ 150** 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

65p per mile / per vehicle attending

outbound & inbound mileage

Mileage charges will be under our constant review in light of the chaos in world crude oil prices, costs at the pump, therefore our mileage charge may increase without further notice



General Terms & Conditions

Machine Programmes, Backed up Files **Good Practise**

Customers responsibility to ensure that a regular down load of job files, operating parameters etc onto a separate storage device, has been effectively scheduled, that the files are suitably stored and available if our engineers require them in the case of a system error, however caused.

Requested Assistance by a 3rd Party

In the event that our service team require technical assistance from a 3rd party, i.e. faults relating to machinery / equipment or replacement parts supplied by others, then in event our service team engineer arrives your premises but the 3rd party **does not then supply** the required technical support, either via phone, or in person at your works, thus causing the JPS Machinery Ltd service engineer not to have the required support or technical information to resolve the problem, then JPS Machinery Ltd will fully charge travel time & mileage costs, on site costs for the attendance at your works

Service team attendance at your workshop

Please Note* the nature of service work with regard about duration of work at a prior service, repair, breakdown call out makes our service teams 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 **4**, therefore if your scheduled slot is in the afternoon, your hourly on site & travel time charges may incur hours at our stated overtime rates.

Visit preparation / Return unload time:

Our service team engineers, may incur preparation & return unload time for an individual customers call out.

Example: Requiring to organising:-

- i) Specific tooling, not normally carried in our service vehicles.
- ii) Load up the required hydraulic oil & electric hydraulic oil pumps.
- iii) Call at a suppliers to collect replacement parts or repaired parts

PLEASE NOTE All Preparation & Return time work, when applicable, is chargeable as follows.

One off Charge of **£ 30.00** + vat per visit



General Terms & Conditions

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 AVOIDANCE OF ANY DOUBT'

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



General Terms & Conditions

Replacement Parts Repaired Parts :

Office time locating replacement parts, or arranging repairs to any machine part is chargeable as follows:

£ 60.00 + vat each replacement part sourced.

£ 60.00 + vat each repaired part sourced.

When sourcing replacement parts or arranging repairs Please Note we JPS Machinery Ltd have very little control as to the expediency of actions where 3rd parties become involved.

The customer can of course choose to source replacement parts or arrange the repair of a damaged part themselves, if that is the case then the customer must confirm that intention to our service team member.

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.

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:

For the Avoidance of Doubt, JPS Machinery Ltd accept no liability for any financial loss incurred due to interruption of a customer's production resulting from the machine /equipment under repair's down time during its repair or service, however the 'down time' is incurred.



General Terms & Conditions

Credit Limits:

All NEW customers are required to make cleared fund **100%** payments prior the **1st** visit our engineers undertake to your works premises, plus, purchases of any identified required replacement parts, plus all costs relating to our service teams return visits.

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

Site work plus travel time, travel costs, replacement parts required.

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

Credit accounts will be considered, only after completion and full payment for the 1st service job & required parts.

We undertake a credit search using **EXPERIAN.**

Individual company max account credit limits will vary according to information obtained from **EXPERIAN**.

Once a max account credit limit has been established, then upon a company reaching their individual credit limit, our service team will request a payment to settle any account balances before further visits or parts are sanctioned.

Requests to increase a company credit limit can be discussed with the JPS Machinery Ltd service team.



General Terms & Conditions

Account Terms:

Where a credit account facility has been agreed, the account will be net monthly

Net Monthly Being:- Account being due at the end of the month following the month of the invoice issue

Payment of Account:

“The customer shall be liable to pay all costs, fees, disbursements and charges including legal fees and costs reasonably incurred by JPS Machinery Ltd & its agents in the recovery of any unpaid invoices regardless of the value of the claim.”

Please Note (Our general terms & conditions, are available on our website)

We trust that our service, repair, breakdown call out paperwork meets with your approval, for any further clarifications or queries, kindly feel free to contact directly a member of our call out work scheduling team: **Matt Sellers** or **Kevin MacDonald**



JPS Machinery Ltd

Metalworking Technologies

Tel: **0113 236 3366**

email: service@jps-machinery.co.uk

[View our general machinery catalogue >>](#)