



## Planned and Reactive Repairs and Maintenance

### Reactive Cover

- Emergency cover is provided 24 hours a day 365 days a year. All calls are supported from our national help desk.
- We are able to support all types of commercial and industrial security, fire shutters and doors.
- Engineers are despatched from our strategically sited satellite bases.
- All calls are logged allowing for total control; in addition our systems are designed to allow for auditing any site over a 5 year period. All our vehicles are fitted with the latest tracking devices which can be accessed locally and remotely, allowing for accurate estimated time of arrival and to ascertain which engineering team is best placed to respond.
- Our fleet of highly experienced engineering teams cover the whole of the UK. All have undertaken in-house health and safety training. Our fleet is regularly renewed to take advantage of fuel efficient vehicles.
- All Blount Shutters Limited manufactured products are supported 24 hours a day 365 days a year and form part of our planned maintenance provision. For more details see 24 Hour Support and Planned Maintenance sections of our web site.

### Planned Preventative Maintenance

#### Door maintenance is essential to the smooth running of your business. Why?

- It is a legal requirement - as failure to show evidence of maintenance could mean prohibition & enforcement notices being served and fines up to £5000 and imprisonment for 2 years.
- 'Safety In Use', the New European CEN Standards legislation - States that all types of door should be maintained in an efficient state, in efficient working order and in good repair
- For further clarification visit [www.dhfonline.org.uk](http://www.dhfonline.org.uk)
- Routine maintenance prolongs the operational life of the installation and ensures that the installation is kept in good working order
- It ensures that the door is working in a safe and efficient condition - helping to prevent accidents and damage which in turn results in down time, effecting work flow, productivity and resulting in loss of revenue
- It assists in identifying potential problems which can easily be rectified.
- Blount Shutters Limited planned preventative maintenance is carried out to Loss Prevention Standard LPS1197: 2000 which is audited as part of our quality assurance. The schedules have been designed to meet current legislation and to identify potential problems. Each visit is recorded and a certificate issued.
- We currently look after over 18,000 sites within the UK and these consist of small commercial sites to large logistics and warehouse sites.
- Maintenance engineers are strategically placed throughout the UK each covering there own designated clients and sites allowing for a partnership to be developed at a local level.
- All maintenance engineers are fully conversant in the operation of all types of industrial and commercial shutters and doors



CONTRACTORS HEALTH & SAFETY ASSESSMENT SCHEME



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