



# Service Contracts



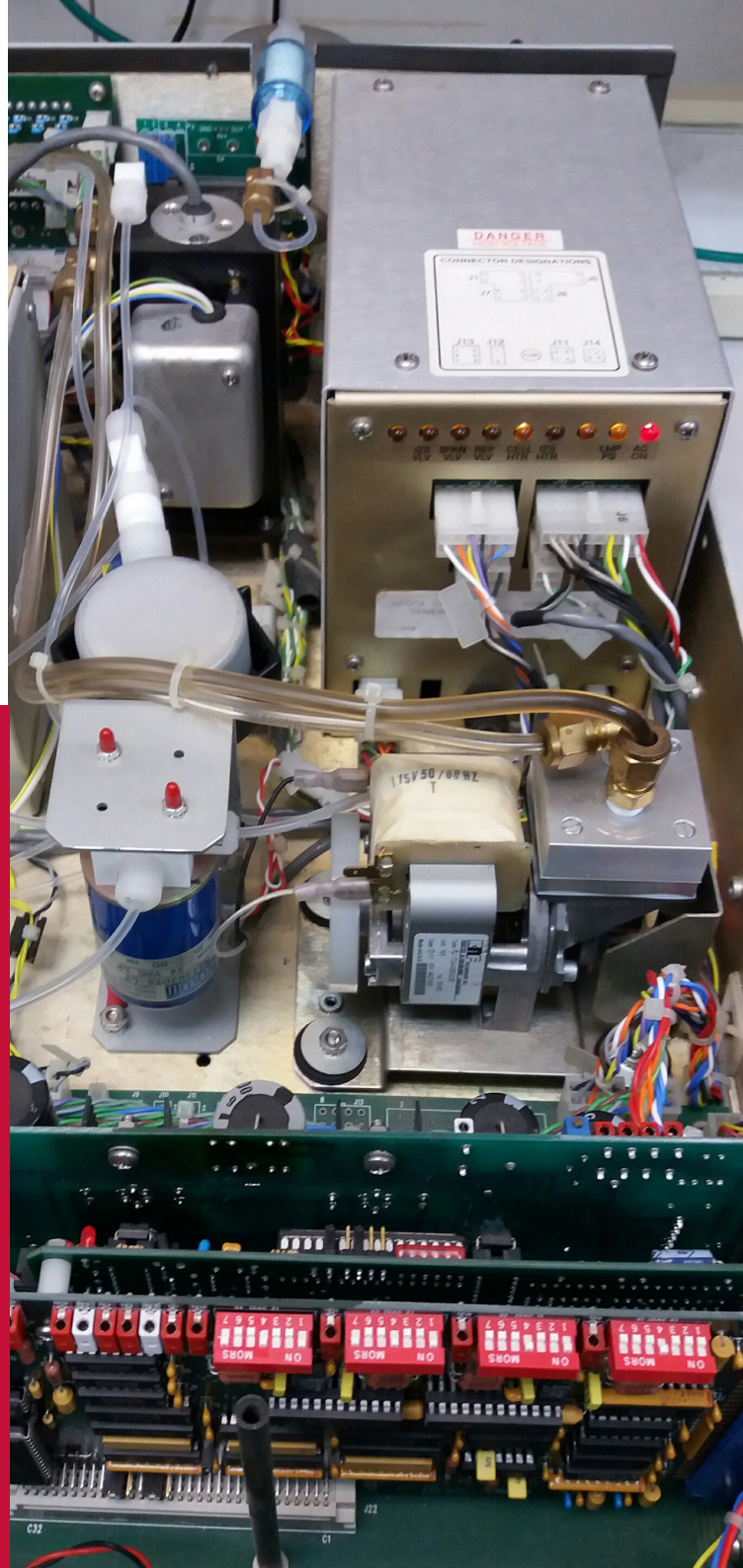
# Why choose an ET Service Contract?

ET identified the need for service contracts way back when the company was in its infancy in the early 1980's.

Since then we've come a long way. Contracts can be as flexible as you need them to be. Our long list of service level options allows you to customise the contract so that you get exactly what you need.

## Our basic level service agreement includes:

- all travel, mileage, expenses and overnight accommodation charges
- all labour charges for on-site planned maintenance and emergency call-out visits
- upon completion of each service, customers receive all service paperwork by email within 48 hours
- expendable items used during service visits
- supply of standard consumable items (i.e. sample filters)
- access to ET's Technical Support Engineer (TSE) Telephone Helpline
- service work carried out to AURN standards and ET's ISO 9001:2015 quality procedures
- software support
- our basic level service agreement can be extended at any time to also include out of warranty spare parts (only genuine, new spare parts fitted by ET)
- service and emergency breakdown call-out for air conditioning equipment
- replacement gas cylinders and rental charges
- other bespoke requirements



# Purchasing a service contract



If you'd like to discuss the ins and outs of purchasing a service contract with ET you'll be in the safe hands of our Customer Support Administrator, Becky Mitchell. Becky has 14 years experience at ET. She can guide you through the options and help you work out what you need.

**You can contact Becky on  
01453 733240**



# We're never far away

*We have strategically placed our engineers around the UK to maximise coverage, this way we're never far away when you need a call-out. It also means we are keeping our carbon footprint as low as possible.*



Some of our senior engineers have been with us for 30 years. With over a combined 230 years of experience, you know your in good hands with an ET engineer.



*15 regional engineers    3 workshop technicians    1 technical support engineer*



*Our fleet of hybrid Mitsubishi Phevs help us keep our carbon footprint down*





# Workshop Technicians

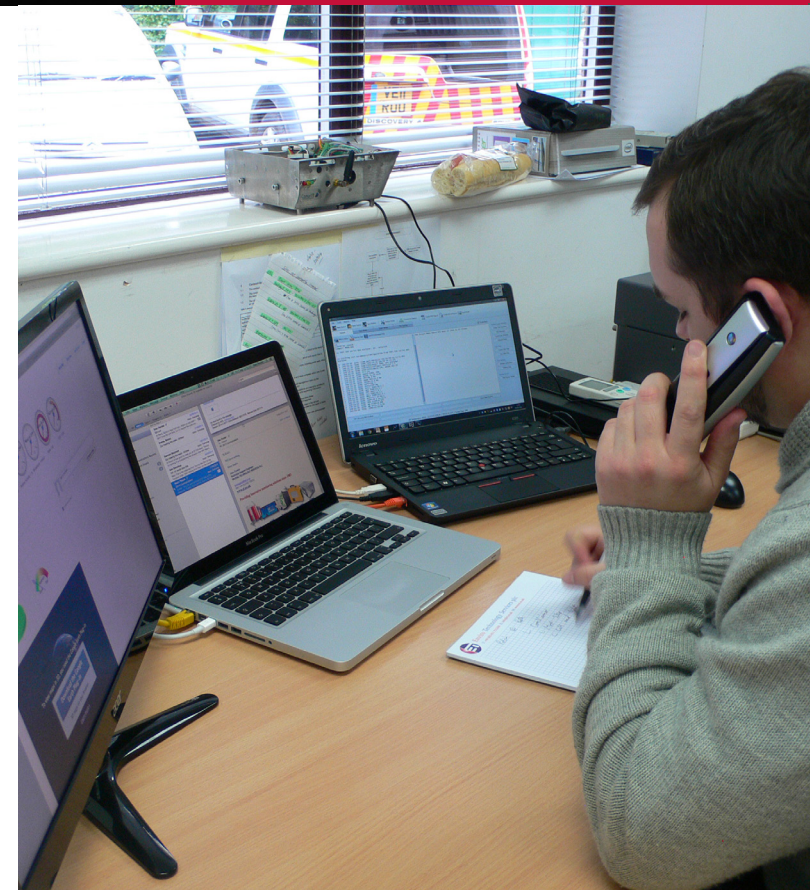
*As well as our team of regional engineers out in the field, we have a team of factory trained technicians in-house who deal with testing new equipment, service, repair and calibration.*

## Technical Support Engineer Helpline

*Our TSE is available to help in the event of a technical issue 9-5pm, 5 days a week. In most cases the TSE can access faulty equipment via a comms link to run diagnostic checks. If an engineer visit is required, he'll arrive with an understanding of the problem and come equipped to deal with it.*

**Customers with a service contract in place should call our TSE on: +44 (0) 1453 733252**

**Customers without a Service contract can still access our TSE on this number: +44 (0) 9056 700006**  
(Premium line calls £1.20 per minute)



# Engineer Training

Our engineers and workshop technicians have regular manufacturer training so we can be sure their knowledge is current.

Training takes place at our headquarters in Gloucestershire or at the suppliers own site. Once the course is complete a certificate of competency is issued.



## Our Suppliers

*At ET we go out of our way to make sure we are providing the best equipment possible. To that end we are proud to work with some of the best manufacturers in the industry.*



## Accreditations



ET is committed to quality, health & safety and the environment

ET operates within a BSI audited Integrated Management System (IMS) that includes:





# What our customers say about us

*"We've now worked with ET for 20 years and as a result we are familiar with the equipment and their working practices, which gives us a high level of confidence in them. We know that ET will never compromise on quality."*

*We also know the engineers well, and they are without doubt the best in the business. They are very reliable and their knowledge of their subject is second to none."*

*Though ET are more expensive than some of their competitors, I've no doubt that they offer real value for money in the way that they will always go the extra mile to ensure the highest quality of service."*

**Mark Gentry, Thurrock Borough Council**



*"We had our first air quality monitoring station installed in 1998 and since then we have found ET to be professional, reliable and extremely competent."*

*Because we demand such high standards when it comes to call-out times to ensure continuity in our data, we have a high spec contract with ET which sets out exactly what is expected of them."*

*They have never let us down, and have carried out repairs that we thought would never be possible thanks to the experience and expertise of their engineers."*

*It's true that they aren't the cheapest, and every time our contract comes up for renewal, we have to justify to our audit department why we insist on going back to them, but it comes down to one thing – reliability."*

**Deborah Wilders, Senior Environmental Health Officer  
Gravesham Borough Council**

*Airlabs hired Enviro Technology Services to test a pollution control System using their air Quality monitoring vehicle "The Smogmobile". They were able to record air pollution levels in the passenger cabin whilst driving in heavy traffic in Central London over a two day period, and connect the pollution levels to specific times and locations using GPS. The campaign went very well thanks to Enviro Technology's top of the line instruments and their knowledgeable and friendly staff. A couple of challenging situations arose during the course of the measurements and the Enviro Tech Engineer, Lewis John was able to quickly find a solution and rescue the campaign. We are very happy to recommend this company for urban air quality testing and look forward to working with them again."*

**Matthew Johnson  
Chief Science Officer, Airlabs**

# Service Contract Checklist

How many service engineers do you have?

Are your service engineers based throughout the UK rather than from just one place?

Can you offer guaranteed breakdown call-out response times (i.e. 48 hours)?

Do you fit brand new original manufacturers spare parts complete with 12 months warranty?

Are your service engineers “factory trained” by the equipment manufacturers and can you provide training certificates?

Is your company ISO 9000 quality assured?

Do you offer a dedicated telephone technical support helpline for software and hardware?

Can you service and support air-conditioning equipment without having to sub-contract?

Can you include calibration gases, GSM air-time, expendable and consumable items?

Can you include my datalogger / met equipment?

If you cannot fix my analysers in a timely fashion can you provide a temporary replacement?

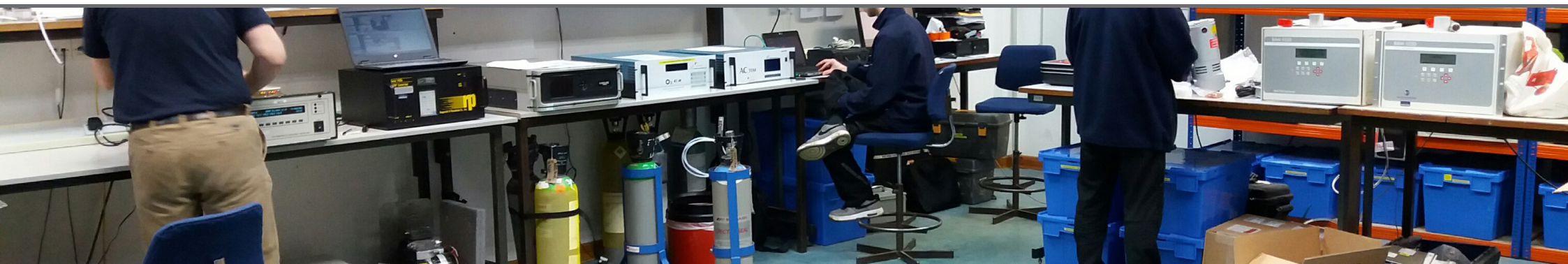
Are travelling expenses, mileage charges and other charges (i.e. congestion zone) included?

ET

Other Service  
Provider

Other Service  
Provider

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# Other products



Visit our website to download other product brochures [www.et.co.uk](http://www.et.co.uk)

*"Enviro Technology consistently exceeds service targets surrounding its air quality monitoring equipment in London. Call outs for sites under five day contracts are typically responded to within two to three days. And those with 48-hour contracts see a response time of between 25 and 40 hours".*

Ana Beckett, Senior Air Quality Analyst ERG, Kings College London



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