

FPCS12.1

Maintenance Case Study



The Leading Manufacturer of
Gates, Barriers & Roadblockers

Farnborough Park is a prestigious resident's estate in the heart of Kent with beautiful houses and tranquil surroundings. However with increased traffic flow on the two neighbouring 'A' roads and the opening of the Princess Royal University Hospital back in 2004, members of the public found the unsecured estate to be an effective short cut or place to park their vehicles. Although manual gates were located at both the Estates entrances to try and deter the non-residents, this system was reliant on volunteers to operate the gates, which became difficult to achieve on a more frequent or daily basis.



With an increasing amount of crime hitting the estate and the Estates roads requiring maintenance due to the increase flow of unauthorized traffic, Farnborough Park Estate residents decide to look for a security system which would only allow authorized access to the estate.

After researching many security products on the market, Farnborough Park Estate Ltd awarded Frontier Pitts with the contract to supply and install a heavy-duty Road Blocker system with traffic lights and control cabinet at both the entrances. A range of access control was fitted to operate the Road Blockers, which fulfilled all the requirements of the residents and their visitors.



*Top: Looking into the Farnborough Park Estate & its tranquil surroundings
Above: Looking out of the Estate on to the busy main road.*

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Frontier Pitts' relationship with Farnborough Park Estates Ltd then continued to develop with a unique Maintenance Contract package tailor made specifically for the site. The contract, which commenced as a Warranty Upgrade package, guarantees a highly skilled, directly employed Frontier Pitts engineer on site within 4 hours of a call out being placed, 365 days of the year.

The Warranty Upgrade package means that the client not only has a guaranteed response, but also the bonus of knowing they will not be charged for any replacement parts that may be required, nor the engineer's travel and labour time. Engineers carry a range of parts to enable them to make "first hit" repairs, ensuring the equipment is operational as soon as possible.

This superb contract provides the Farnborough Park Estates residents with complete peace of mind. Mr. Barry Hall, Director of Farnborough Park Estate Ltd highly recommends having a Frontier Pitts Maintenance Contract and said "For any organization without technical personnel, a Maintenance Contract from Frontier Pitts is a very good investment"

Frontier Pitts is proud of the Maintenance Department and the range of contracts available to meet the exact requirements of the individual sites and their client's needs. With Warranty Upgrade, Extended Warranty, Fully Comprehensive, Standard Contract, and Response only packages available, and a selection of Response times from just 4 hours, Frontier Pitts can provide a maintenance contract which our competitors struggle to match.

FRONTIER PITTS

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Frontier-Pitts, based in Crawley, Sussex, is the acknowledged leader in perimeter security equipment. Its complete range of products and services is the result of decades of experience. It has offices in Hong Kong, France and China, with over 20 per cent of production exported, and customers in more than 80 countries. Full project management capability includes design, manufacture, civil and electrical services, site surveys, installation, spare parts, refurbishment and fully comprehensive customer services. Frontier-Pitts has the full ISO 9001 accreditation.

For further information, please look at our website

www.frontierpitts.com/maintenance

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