



FRONTIER PITTS

# MAINTENANCE CONTRACTS

# FRONTIER PITTS

## MAINTENANCE

Frontier Pitts has over 90 years' experience in the design, manufacture, and installation of perimeter security equipment, which makes us the very best company that you could choose to maintain your physical perimeter security product. We are more than a 'man in a van' – we are a service provider who understands the security needs of all our customers, from the end user to global companies with a need for extremely high security.

As the owner of the equipment, you may also become liable for any accidents that occur on site. This applies especially if the product has not been maintained in accordance with our operation and maintenance manual and with the 2006/42/EC Machinery Directive and BS EN 12453: 2017+A1 2021. This states that it is a requirement that the end user/customer of all industrial and automated systems shall establish a fully documented maintenance regime in accordance with the manufacturer's recommendations.

With a maintenance contract, Frontier Pitts undertakes the responsibility of maintaining your equipment, thus limiting the chance of a breakdown and assuming responsibility for all health and safety aspects of the product.

### Why choose Frontier Pitts?

- Comprehensive cover available for peace of mind
- Emergency callout response from as little as 04 hours
- 24-hour call centre
- GPS tracking on vehicles to ensure that we can get to you as soon as possible
- Directly employed, multi-skilled and highly trained engineers at over 20 UK locations
- Manufacturing capabilities for speedy repairs
- Key account managers
- Sustainability
- In house technical teams to provide bespoke services as well as provide technical assistance
- Stringent security checks for employees
- Experienced in working for high profile clients
- Large office support for field-based team and clients
- High investment in quality and up-to-date technology
- Commitment to ensuring we work to the latest health and safety standards
- Overseas servicing
- Offices around the world, ensuring a stringent 'disaster recovery' process
- Remote Monitoring

“ I chose Frontier Pitts as they are the experts in this industry and I feel that nobody else could maintain the product to my satisfaction. ”

Worldwide known PowerStation



Frontier Pitts Network  
of Engineers across the UK

# MAINTENANCE CONTRACTS

## RANGE OF OPTIONS AVAILABLE

### WARRANTY UPGRADE

Upgrade your standard warranty, giving you a guaranteed response time and at least 1 preventative maintenance visit 6 months after your equipment has been installed.

- 1 Maintenance Visit
- 2 Guaranteed Response
- 3 4HR Callout Available
- 4 Unlimited Calls
- 5 Reduced/Fixed Rates
- 6 All Inclusive

Additional support from the **Warranty Upgrade +** offers:

- + Remote Data Monitoring
- + Technical Assistance

### FULLY COMPREHENSIVE

This is an all-inclusive package with no additional costs, including a guaranteed response time, 2 or 3 planned visits per year and peace of mind that there will be no unexpected costs.

- 1 Maintenance Visit
- 2 Guaranteed Response
- 3 4HR Callout Available
- 4 Unlimited Calls
- 5 Reduced/Fixed Rates
- 6 All Inclusive

Additional support from the **Fully Comprehensive +** offers:

- + Remote Data Monitoring
- + Technical Assistance

### STANDARD

Guaranteed response time & set schedule of 2 or 3 maintenance visits per year, ideal for those with a smaller budget; also available with other manufacturer's equipment.

- 1 Maintenance Visit
- 2 Guaranteed Response
- 3 4HR Callout Available
- 4 Unlimited Calls
- 5 Reduced/Fixed Rates
- 6 All Inclusive

Additional support from the **Standard +** offers:

- + Remote Data Monitoring
- + Technical Assistance

### ONE-OFF SERVICE VISIT

A one-off maintenance inspection. Our engineer will overhaul the equipment & bring any potential problems to your attention, and a written report will then be supplied.

- 1 Maintenance Visit
- 2 Guaranteed Response
- 3 4HR Callout Available
- 4 Unlimited Calls
- 5 Reduced/Fixed Rates
- 6 All Inclusive

#### GUARANTEED RESPONSE

48 hour and 24 hour - "Working hours"

Working hours calls can only be logged during the working day 8.30am - 5.30pm

12 hour and 04 hour - "Out of hours"

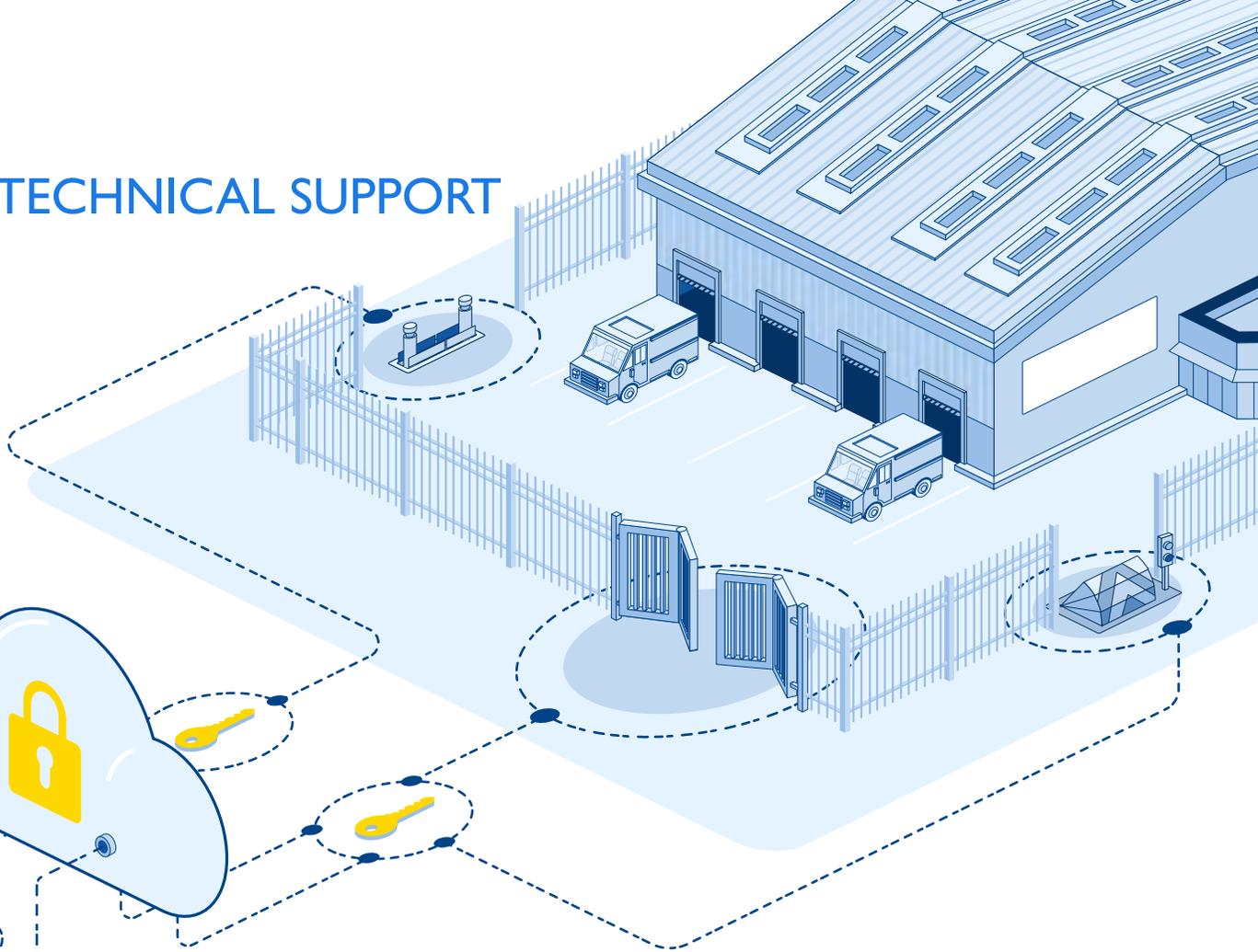
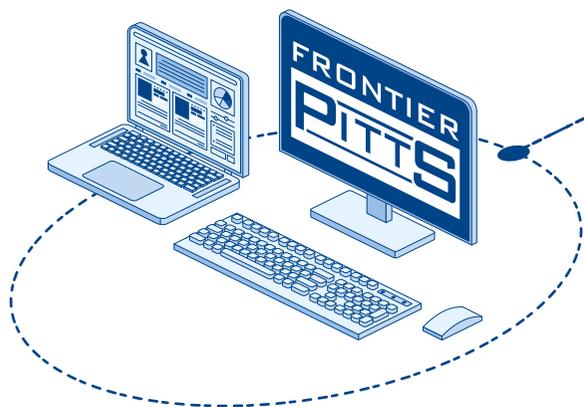
Out of hours calls apply during working hours and our call centre at all other times.

# FP LINK

## REMOTE DATA MONITORING & TECHNICAL SUPPORT

The FP Link device provides innovative remote control and monitoring systems and allows Frontier Pitts clients around the World to have our technical support and assistance anywhere in the world within minutes.

- Frontier Pitts Engineers can troubleshoot product faults using a secure end-to-end encrypted link.
- Pro-active Support can identify faults within the system and rectify them before they become an issue for the end user.
- Control multiple products in different locations across a single site.
- High Security Real-time diagnostics, data logging, predictive alerts, annual health report.
- Rapid fault resolution and reduced downtime.
- Cloud based – No Physical or logical connection to your network.
- Minimal exposure. Maximum reliability.
- Total system assurance.



The Remote Access Unit Operates Independently using its own 4g network.

For additional security and peace of mind, the Link Device is also installed with a power switch. When you need Frontier Pitts assistance simply use the switch and turn the device on. Once we have completed any modifications or fault finding, simply turn the device off and the VPN tunnel will collapse.

# FP LINK CONTINUED



FP LINK is engineered with a security first architecture suitable for high risk and mission critical sites:

- **Outbound only VPN tunnel** - No inbound ports and no external access into the client's network. We can only access devices connected directly to FP LINK.
- **Cyber security aligned with ISO/IEC 27001 principles** – Secure encryption, controlled access, minimal attack surface, and defence in depth architecture.
- **Restricted access only to Frontier Pitts' security cleared personnel** - Guaranteeing premium, accountable support without third party involvement.
- **No stored data** – No personal data, no logs, no site information held on the device, ensuring GDPR compliance.
- **Zero LAN visibility** - FP LINK cannot see, browse, or interact with the internal network in any way.
- **Device can be switched off** - Full customer control over when remote access is available.

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Worldwide known PowerStation

**FRONTIER PITTS MAINTAINING YOUR SECURITY**

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# PRODUCT WARRANTY

## PEACE OF MIND & SAFETY

Frontier Pitts offer a twelve month manufacturer's warranty on our equipment in the event of a failure. Within the warranty we will attend site to repair or replace any equipment or controls we have installed where required. There is no guaranteed time set to respond to the warranty callout, but we will endeavour to be on site within 3-4 working days.



Similar to the warranty on a new car, our warranty protects against:

- Repair or replacement of components due to failure
- Failures due to deficiencies in material and workmanship
- Nonconformance to the design and manufacturing specifications

We advise that our customers upgrade their standard warranty to a Warranty Upgrade maintenance contract, which gives you additional peace of mind with the added benefits of a guaranteed response time and one planned maintenance visit during the warranty period.

As the manufacturer, we recommend that your equipment receives servicing at regular intervals, starting with the initial warranty check being undertaken within the first six months of operation. During this check we recalibrate vital components such as gear boxes and torque motors and readjust springs, etc.



## Frontier Pitts and Gate safety

In light of recent changes to gate safety legislation with the introduction of the HSE General Safety Notice, Frontier Pitts has reviewed our approach to gate design, installation and maintenance. As a member of the Door and Hardware Federation, all owners of new Frontier Pitts gates can be confident that their product complies with all current recommendations. This provides you with the assurance that your site is secure as well as safe for all legitimate pedestrians.

We do also provide a gate safety inspection service, which includes force testing and a full written report, to all non maintenance customers on request.



# HVM MAINTENANCE

## MAINTAINING YOUR ISO22343, IWA 14 & PAS 68 EQUIPMENT

At Frontier Pitts, we stress the importance of having equipment regularly checked when investing in a high security product. Once it has been installed you will have a commitment to guarantee the integrity of the product and ensure that it operates within health and safety guidelines for the public and staff. The company you use should be proficient in dealing with the impact tested range of products and be able to offer a planned preventative maintenance contract which follows the manufacturers recommended schedule. Any reputable company will have a nationwide team of suitably trained and vetted engineers backed up by a comprehensive spares department which will ensure you can have a prompt repair no matter where your site is.

“ Having peace of mind knowing that we have cover from January to January, all hours of the day, is what I call a necessity. We chose Frontier Pitts because we have a reliable history with them. ”

Data Centre

Other important factors to consider in choosing the right service provider should also include:

- Ensuring they undertake health and safety training.
- Checks to make sure that they hold the relevant insurances and work to a quality assurance standard.
- Can they provide an emergency response time (i.e 04 hours) to ensure minimum downtime and security breaches?
- Are they practised in working with large organisations and to their specific site procedures.
- A responsible maintenance specialist will provide site specific risk management and will ultimately prolong the operational life of your equipment.

Some of the industries we currently work in are:



AIRPORT & TRAVEL STATIONS



ARMY BARRACKS



POLICE FORCES



POWER STATIONS



DATA CENTRES



SELF STORAGE



CASH HANDLING



GOVERNMENT BUILDING



CONSTRUCTION SITE



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