

SERVICE & MAINTENANCE AGREEMENT



Malone Automation – Gate Automation Systems

Registered in Ireland under the Private Security Authority – License number 13104.

1. Introduction

This Service and Maintenance Agreement is made between: Malone Automation, an Irish company specialising in automated gate systems and the Client –

Name _____

Address _____

Date of Installation - _____

This Agreement outlines the terms under which Malone Automation will provide servicing, maintenance, and support for the Client’s automated gate system (“Equipment”).

2. Scope of Services

2.1 Annual Scheduled Service Visit

- One preventative maintenance visit per year.
- Inspection of motors, hinges, rollers, gears, and control boards.
 - Torque setting adjustments to ensure the gate is still complying to PSA80 gate safety standards of safety.
- Testing and calibration of safety systems including photocells, safety edges, and compliance checks.

- Lubrication of mechanical moving parts.
- Overall system performance and safety review.

2.2 Emergency Breakdown Call

- One emergency breakdown call per year at no additional cost.
- Priority response during standard working hours.

2.3 Additional Services (Billed Separately)

- Additional callouts charged at €150 per call-out plus parts.
- After-hours or weekend rates may apply.

2.4 Customer Support

- Telephone and email support during normal business hours.
- Remote troubleshooting where applicable.

3. Client Responsibilities

- Provide site access.
- Keep gate areas clear.
- Report faults promptly.
- Avoid unauthorised repairs or alterations.

4. Fees & Payment Terms

4.1 Annual Fee

- €250 per year, includes 1 annual service + 1 emergency call-out.

4.2 Additional Callouts

- €150 per call-out plus parts.

4.3 CAME Connect System Access

- CAME Connect will be installed for remote monitoring.
- Allows Malone Automation to monitor and diagnose issues remotely.
- Client receives app access for mobile control.
- Access is included only while the maintenance agreement is active.
- Service is discontinued if the agreement is not taken out or renewed.

4.4 Payment Terms

- Serviced contract must be purchased paid for prior to installation.
- Renewals must be paid within 14 days of invoice to prevent loss of service.

5. Exclusions

- Damage from misuse, weather, vandalism, flooding, impact, or power surges.
- Structural repairs.
- Consumables such as batteries.
- Upgrades due to legal changes.
- Third-party equipment unless agreed.

6. Warranty

- All parts installed by Malone Automation carry a 3-year manufacturer's warranty.
- Warranty is void if gates are not serviced annually.
- Maintenance does not extend manufacturer warranty.
- Excludes misuse, neglect, environmental damage, or unauthorised repairs.

7. Term & Termination

- Agreement lasts 12 months, auto-renews unless 30 days' notice is given.
- Malone Automation may terminate for non-payment or unsafe conditions.

8. Liability

- Services delivered with reasonable care.
- No liability for indirect or consequential loss.
- Nothing limits liability for death, injury, or fraud.

9. Governing Law

- Irish law applies.

10. Schedule

Client Name:

Address:

Contact:

Site Address:

Gate Type:

Automation System:

Annual Agreement Cost: €250

Additional Call-Out Cost: €150 + parts

CAME Connect: Included only while agreement is active

11. Signatures

For Malone Automation:

Name:

Signature:

Date:

Client:

Name:

Signature:

Date: