

Priority Service is the installation and system support arm of Pinpoint



From the moment that we receive your instructions, Priority Service will begin the planning process which will ensure that your Pinpoint System is installed quickly, efficiently and with the minimum of fuss and disturbance.

Pinpoint is the only company in the UK whose business is dedicated solely to providing staff personal alarm systems for people at risk of abuse or violence whilst at work. We don't use just any old Tom, Dick or Harry to install Pinpoint Systems. We employ our own Priority Service Installation Engineers who are not only expert at installing Pinpoint Systems to the highest possible standard but are also completely understanding of the sensitive environment in which they are working.

Many of our customers tell us that Pinpoint's Priority Service Engineers are the best people they've ever had working for them.

Each completed installation is commissioned by specially trained Commissioning Engineers, who check and re-check the standard of the work. Each team of installation Engineers are scored on the standard of the installation. A perfect installation will attract a bonus to the staff involved, whilst any faults or problems will result in penalties. A separate and independent Quality Engineer is employed to randomly check that our Installation Engineers are adhering to company policies at all times.

You can be sure that Pinpoint's Priority Service Engineers will always do their best at all times, abide by Health and Safety Guidelines, be polite and courteous to your staff and clients and be smartly dressed in their Pinpoint Priority Service uniform.

No other company in this business has such exacting standards for their staff "in the field".



Once the Pinpoint installation has been completed to your satisfaction, Priority Service will keep your system working for the first year completely free from additional charge (unless breakdown or fault has been caused by outside influences). If there is a problem, you will be able to report it at any time - 24 hours a day, 7 days a week. A Priority Service Engineer will respond within 15 working hours between 8.45am and 5.15pm, Monday to Friday (excluding Public/Bank Holidays). All parts and labour will be provided free of charge. In the future, your Pinpoint System may be able to report its apparent problems directly to Priority Service via a telecommunications link or wide-area paging.

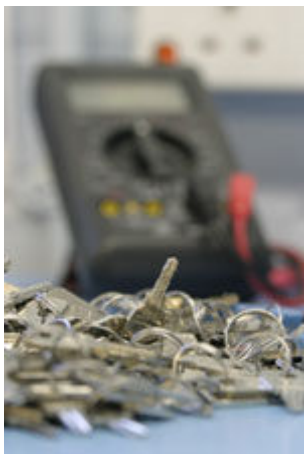
Priority Service Engineers:

- Do not leave tools or ladders lying around
- Clean up any mess as they go along
- Respect clients' privacy
- Understand that plans can be suddenly changed by the immediate special needs of a client
- Know how to conduct themselves and convey a positive image at all times

After six months, a Commissioning Engineer will carry out a preventative maintenance inspection of your system, thoroughly checking all the settings and connections and making any adjustments or corrections necessary.

At the end of the guarantee period, your service and maintenance arrangements will continue automatically from year to year at your chosen level of support. Priority Service does not respond to ad hoc call outs from non-contracted customers.

Service and Maintenance



A Pinpoint System is installed for the health, safety and welfare of staff who are placed at risk because of the work that they do or the type of client they work with. Its effectiveness will be undermined if there is no defined method for ensuring that it is functioning correctly at all times. And, if staffing levels and management practices have been modified when the system was installed (as they often are), having no way of keeping it going puts staff at greater risk than they were before. This is why Pinpoint created **Priority Service Advanced**, a comprehensive range of contracted maintenance and support services for all Pinpoint Systems. We believe that all of our customers will be able to find a Priority Service Support Agreement to suit both their needs and their budgets.

To ensure that your Pinpoint System will always operate when you need it to, there are **three different levels of service to choose from**, each available with a choice of **three grades of maintenance**. More information is provided below.

Priority Call-Out is a special arrangement for service which provides a contracted telephone help and call-out service between 8.45am-5.15pm, 7 days a week except Christmas Day and New Year's Day. All visits to site are chargeable, as are all replacement parts. The charges for the visits depend on the speed of the response required. Details of current charges are available from Priority Service. On site service and maintenance is provided for fixed hardware only. All moveable items, such as pagers, are repaired on a return-to-factory basis. Personal Infrared Transmitters can be covered by a service guarantee for up to five years at the time of purchase. Further periods of service guarantee may be applicable. Details of these may be obtained from Priority Service.

Service Levels

All levels of service provide telephone help support 7 days a week during Priority Service working hours (8:45am - 5:15pm), except Christmas Day, Boxing Day and New Year's Day. Labour and Parts are included.

Priority Service (PS)	Reporting 24 hours a day, 7 days a week. Response within 15 Working hours Monday to Friday (excluding Public/Bank Holidays).
Priority Service Plus (PS+)	Reporting as per Priority Service. Response the very next day except for Sundays, Christmas Day, Boxing Day and New Year's Day.
Priority Service Star (PS*)	Reporting as per Priority Service. Response within 7 hours

Maintenance Grades

Standard	Two planned preventative maintenance inspections each year. Labour and parts are included.
D10	One planned preventative maintenance inspection each year. Labour and parts are included.
D25	One planned preventative maintenance inspection each year. Labour is included, replacement parts are chargeable.



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