

Specification of services for automatic maintenance

OUR ANNUAL SERVICES

	Sliding doors	Swing doors
Check all the safety and control equipment of the door system(s) in accordance with the health and safety at work regulation AM-VO § 8 and the employee protection law AschG § 38	×	×
Clean the drive	×	×
Check the track, clean if necessary	×	
Check the roller carriage, adjust if necessary	×	
Check the link arm/guide rail		×
Check all the fixing elements	×	×
Check the door retention components and floor guide	×	
Check the locking mechanism/vertical rod	×	
Check that the GEZE activation device is functioning properly	×	×
Check the consumables	×	×
Test log in accordance with the health and safety at work regulation AM-VO § 8 incl. system stickers	×	×
Apply inspection stickers to the drive	×	×
Check for proper function of the emergency exit control	×	
Check for proper function of the emergency opening/rechargeable battery (battery exchanged at least every two years)	×	
Visual inspection in accordance with EN 16005	×	×
Provision of cleaning materials	×	×
Evidence of maintenance carried out – maintenance certificate	×	×
Clear maintenance point	×	×

MAINTENANCE AND TRAINING

GEZE Austria inspects the systems annually in accordance with the list above. The system operator must provide a system-specific test log at the time of maintenance. The service engineer makes an entry in the test log. Service records are created on-site. The maintenance includes training for the employees present by the engineer (incl. confirmation of attendance) on the automatic systems in the building, incl. First Aid Responding to malfunctions.

REPAIRS OUTSIDE OF THE WARRANTY

The repair and replacement of consumables (e.g. battery) or defective parts is not included in this service package. By agreement with the on-site representative, our service engineer can exchange these parts for a fee. GEZE Austria will dispose of the exchanged parts at no cost.

SERVICE AGREEMENT

This agreement is valid for a period of one year and is renewed automatically at the end of each year unless terminated in writing one month prior to expiry.

SAFETY CHECK

GEZE Austria performs an annual check in accordance with the law of the operational status of all safety and control systems that form part of the door system. This inspection is documented in a test log entry, and an inspection sticker is applied to the systems. If faults are detected, a proposed rectification is submitted.

GEZE SERVICE LINE

The GEZE Service Line: +43 (6225) 87 180 300 is open daily from Monday to Thursday from 7.30 to 17.00 and on Fridays from 7.30 to 12.30 (closed on Sundays and public holidays). We can also provide telephone assistance to you outside of office hours on +43 (6225) 87 180 900; or email us at service.at@geze.com



GEZE SERVICE PACKAGE RANGE OF SERVICES**SERVICE RENDERING**

All work is carried out during the normal working hours of GEZE Austria GmbH or one of its Service Partners. Work completed outside of the normal working hours at the request of the customer shall be charged as overtime or will incur emergency service surcharges as per the regular rates at GEZE Austria GmbH.

INVOICES

An invoice is submitted on completion of the work.

PAYMENT TERMS

Net payment is due in full within 14 days of the invoice date.

MUTUAL RIGHTS

Retaining payments owing to potential counter-claims of the customer, or offsetting claims, is admissible only if the counter-claim is legally established or if we do not dispute the claim.

LATE PAYMENT

In the event of delayed payment we are entitled to charge interest of 5% above the respective three-month EURIBOR, unless we decide to assert higher actual damages due to the delay. If the ordering party falls into payment arrears, we are entitled to cease further work on current orders and demand the immediate advance payment of all claims, including those not yet due, and including bills of exchange and deferred amounts or corresponding security deposits.

OBLIGATIONS ON THE PART OF THE CUSTOMER

The customer must ensure protected and easy access to the equipment and keep any external parts away from the equipment. If it malfunctions, the equipment must be shut down immediately.

The drive parts that are to be serviced must be easily accessible. If it is necessary to erect scaffolding (for an installation height in excess of three metres) or use similar technical equipment, this must be provided by the customer at his own cost. When services are being provided, an on-site contact authorised to represent the organisation must be present. This representative must be authorised to sign service tickets and make decisions regarding possible additional services (e.g. repairs). The customer is obligated to allow the work on the equipment to be carried out only by GEZE Austria GmbH or its contractor in order to ensure the reliability of the equipment. If the equipment malfunctions, the customer must inform the customer service department of GEZE Austria GmbH immediately.

TEMPORARY SHUT-DOWN

In the event that the equipment is temporarily shut down, the component of the contract shall be suspended from the first day of the next month after GEZE Service GmbH has been informed of this in writing. After the equipment has been shut down, the customer must have the equipment checked by the technical experts at GEZE Austria GmbH before re-starting it. The costs arising from this, including overhauling and cleaning, shall be borne by the customer.

DECOMMISSIONING

In the event of final decommissioning, the contract shall expire on the first day of the next month after GEZE Austria GmbH has received one month's notice to this effect in writing.

LEGAL SUCCESSION

The customer must inform us of changes in their ownership structure and usage rights immediately and in writing. In the event of any other compensation, the customer is obliged to transfer in full all contracts agreed with GEZE Austria to any legal successor.

LIMIT OF LIABILITY

GEZE Austria GmbH has arranged public and product liability insurance for personal injury and property damage. Liability on the part of GEZE Austria GmbH for any such damage is limited to gross negligence and wilful misconduct. GEZE Austria GmbH is otherwise liable only in the context of the current insurance policy.

PRICE ADJUSTMENT

GEZE Austria GmbH reserves the right to change its maintenance prices following prior notification. Any change to the service agreement, secondary agreements, or amendments to the contract are valid only if made in writing. Amendments to the contract that have not been confirmed by us in writing shall not be valid.

PARTIAL INEFFECTIVENESS

If any parts of this contract are invalid, this shall not affect the validity of the rest of the contract.

PLACE OF FULFILMENT AND COURT OF JURISDICTION

The place of fulfilment and court of jurisdiction is agreed as the competent court of the state capital Salzburg.