

## Electric Gate Service agreement

Contract No 024  
Electric Gate Maintenance and  
Service Agreement



**\*\*This Maintenance and Service Agreement\*\*** is entered into on [Date], by and between:

- **\*\*Customer Name:\*\*** [Customer's Full Name]
- A & H Gate Maintenance LTD  
24 Toys Lane, Halesowen, West Midlands, B632JX  
TELEPHONE 0800 046 7356

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### 1. **\*\*Agreement Overview\*\***

This agreement provides maintenance and service coverage for the electric gate located at [Customer's Address]. The Service Provider agrees to provide routine and emergency maintenance services as outlined below.

### 2. **\*\*Term and Charges\*\***

- **\*\*Monthly Service Fee:\*\*** £29.50
- **\*\*Payment Method:\*\*** [Direct Debit/Standing Order]
- **\*\*Agreement Duration:\*\*** 12 months, renewable annually.

The Customer agrees to pay £29.50 per month, providing the following coverage over the course of one year.

Under this agreement, the Service Provider will perform the following services:

a) Annual Service.

- **\*\*One (1) Annual Service Included** (normally priced at £150.20)

- This will involve a thorough inspection and maintenance of the electric gate, including motor checks, safety feature assessments, lubrication of moving parts, and functionality tests. The service will undertaken to meet GateSafe standards & requirements. Replacement parts & batteries are not included.

b) Call-Outs.

Up to Three (3) Call-Outs are included annually (normally priced at £145.20 per call-out)

- These can be used for emergency repairs or any malfunction not caused by user negligence. The call-out includes travel, diagnostics, and up to 1 hour of labour per visit. Call-outs due to malicious damage or storm damage are not included. Parts and materials not included.

The Customer is entitled to use up to three call-outs annually, saving around £230

4. **\*\*Service Value Breakdown\*\***

- The combined value of the included service and call-outs is **\*\*over £580.00\*\***, making the £29.50 per month charge an excellent value for the Customer.

5. **\*\*Additional Call-Outs and Services\*\***

Any additional call-outs beyond the three (3) included in the agreement will be billed at the standard rate of £48.00 plus £1.62 per mile travel (both ways) per call-out. Parts, should they be required, are not covered by this agreement and will be charged separately, with the Customer's approval prior to installation.

## 6. **\*\*Service Exclusions\*\***

The following are not covered by this agreement:

- **\*\*Damage caused by misuse, neglect, or external factors\*\***  
(e.g., vehicular damage, vandalism, severe weather conditions)
- **\*\*Parts replacement\*\***  
(unless covered by warranty or explicitly stated in the service agreement)
- **\*\*Out-of-area call-outs\*\***  
(If the property is located outside of [Service Provider's Coverage Area], additional travel fees may apply)

## 7. **\*\*Customer Obligations\*\***

The Customer agrees to:

- Ensure that the electric gate is used in a manner consistent with the manufacturer's instructions.
- Report any faults or malfunctions immediately to avoid exacerbating the issue.

## 8. **\*\*Termination and Renewal\*\***

This agreement will renew automatically each year unless either party provides 30 days' written notice prior to the renewal date. Early termination by the Customer before the end of the agreed

12 months will result in a cancellation fee equivalent to the outstanding balance for the remainder of the year.

## 9. **\*\*Liability\*\***

The Service Provider is not liable for any injuries or damages that occur due to misuse or failure to maintain the electric gate in line with recommendations provided during service visits.

## 10. **\*\*Governing Law\*\***

This agreement shall be governed by and construed in accordance with the laws of the United Kingdom.

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**\*\*Signed:\*\***

**\*\*Customer:\*\***

[Customer's Name]

[Customer's Signature]

[Date]

**\*\*Service Provider:\*\***

[Company Representative's Name]

[Company Representative's Signature]

[Date]

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