

Simplex



SIMPLEX are an independent automated security systems specialist, providing bespoke consultations, installations and maintenance services.

SIMPLEX has for over 25 years been developing a co-ordinated response to a growing demand from companies and domestic customers for a well informed strategy in the maintenance and service of automated equipment. We hope to introduce to you in this brochure our core services. As we have grown we have been forming new partnerships with our clients thus placing them at the forefront of *EC and **BS safety directives for their equipment.

SIMPLEX provides a full range of service and maintenance to all automated access security systems, including:

- **Security Reviews & Consultation Maintenance Contracts**
- **Traffic Barriers, Turnstiles and Bollards**
- **Gates and Automation Equipment**
- **Access Control & Door Entry Systems**
- **Closed Circuit Television**
- **Perimeter Control**

As an independent, **SIMPLEX** uses technology drawn from the entire security manufacturing market, therefore able to select the most appropriate technologies or products, maximising price and performance ratio for individual comprehensive maintenance requirements.

The **SIMPLEX** team's extensive product knowledge within the automated access equipment industry enables them to diagnose and troubleshoot your systems needs giving you definitive efficiency in terms of value for money, safety and durability.

A rigorous preventative maintenance program coupled with efficient and organized operations see **SIMPLEX** deliver consistently high standards of its services. **SIMPLEX** has established an unrivalled reputation for quality, safety and reliability. It enjoys long-standing relationships with customers who value **SIMPLEX** commitment to service and maintenance solutions that are both immediate and cost effective as well as having perceivable long term benefits to the overall operation of your access equipment such as, reducing the risk of penalties, rationalising manpower and increasing safety.

SIMPLEX are dedicated to providing outstanding service and ensuring best practice in our maintenance and services contracts.

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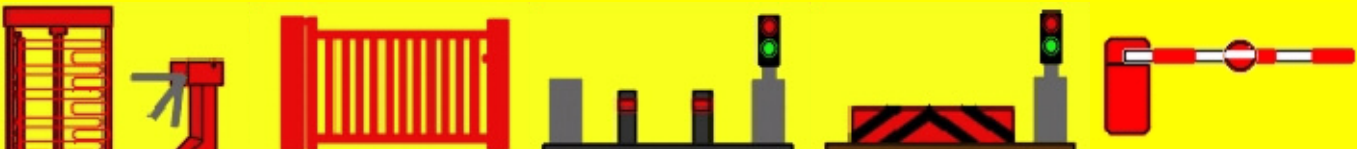
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As a provider of security and access control solutions, it is **SIMPLEX** obligation to inform you of prevailing EC laws, and updates, relating to the operation of automated access control equipment and the potential liability issues that would arise in the event of human injury or death as a result of faulty, ill-maintained equipment.

To summarise the salient points relating to these legal requirements:

- In accordance with The Supply of Machinery (Safety) Regulations, it is a requirement that the end user/customer of all industrial doors and automated systems shall establish a fully documented maintenance regime in accordance with the manufacturer's recommendations.
- The European Community Commission has declared that all AUTOMATIC CLOSING SYSTEMS (motorised gates and doors etc.) are governed by the Machine Directives 1 and must comply with the CE, EN12453 standard (and the corresponding CE, EN12445 relative to testing and measurement) determine the requirements for the automatic closing system and furnish indications as to how dangerous situations can be avoided or reduced according to the following methods:
 - Respecting the safety measurements
 - The minimum protection level and force limitation
 - Detecting presence and using safety devices
 - Resistance to breakage and failure
- documents to be handed over to the client, must contain the following:
 - The operating instructions for the safe use of the system
 - Normal maintenance instructions
 - The declaration of approval
 - The maintenance register
- It is also a requirement of ****British Standards (BS12453)** that a bi-annual service of safety systems be carried out by a competent body.

It is, therefore, imperative that you ensure that every site fitted with any form of automated access equipment, without exception, is issued with a maintenance regime compliant with European Community Commission directives.



Quality from the very beginning

The **SIMPLEX** growth at its centre is founded on a philosophy of flexibility and adaptability in relation to customer requirements. Our goal is to ensure that we are and remain attractive installations/suppliers/maintenance/service provider to all markets private, public, commercial and domestic around London & the Home Counties.

Quality and service are at the forefront of our approach with client satisfaction, repeat business and long term relationships our aim on every project.

SIMPLEX has built an enviable reputation through our proven experience and expertise in providing a professional core of well-managed services.

Service & Maintenance

At **SIMPLEX** we provide competitively priced service and maintenance contracts that will not only ensure that your company keeps on the right side of the *law, but more importantly, will give you the peace of mind that your premises are protected by fully operational, maintained security and access control equipment.

By hand picking vetted and highly qualified personnel, **SIMPLEX** have become what is now one of Britain's leading independent service and maintenance companies. Our portfolio of clients includes domestic homes, many prestigious organisations, embassies and government bodies. Our clients' equipment varies from basic access control, through to multiple system integration. A maintenance contract with **SIMPLEX** ensures minimum downtime during unexpected breakdowns plus:

- Fewer breakdowns
- Regular service
- Testing of safety circuits
- Fast and reliable response
- Individually tailored maintenance service schemes

SIMPLEX Standard '**GOLD**' Routing Inspection Service includes a full inspection of the entire system and its functionality as required by the prevailing laws along with adjustment and lubrication of all moveable parts with a report of any issues that may arise. This would also give you a reduced rate on all Callouts should you require them as detailed in our 'Breakdown & Emergency Callouts' section.

SIMPLEX Standard '**PLATINUM**' Routing Inspection Service includes all benefits of the Standard '**GOLD**' Service along with Emergency cover as detailed in our 'Breakdown & Emergency Callouts' section..

SIMPLEX Service team offer advice and engineering support over the phone.

All of our contracts (Service Plans) are offered annually and are renewable annually as your our Client requires.



CCTV Systems for Private Homes The Public Sector, Businesses and Commercial Properties

Whether you run a small retail outlet, nightclub, factory or office, we have an ideal CCTV security solution that can be delivered and professionally installed and maintained at your convenience.

SIMPLEX CCTV helps either deter the offenders or will contribute to Police investigations in obtaining convictions through high quality imagery.

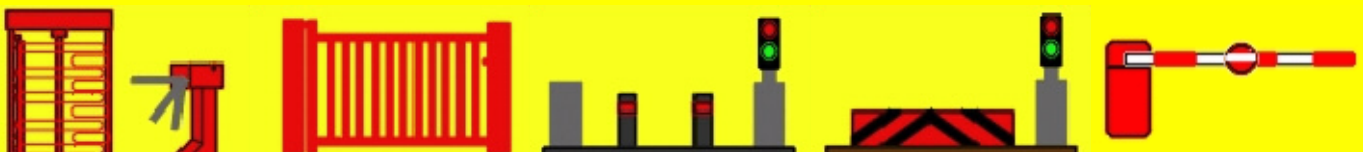
SIMPLEX CCTV gives you and your employees the ultimate in peace-of-mind with the very latest in surveillance technology for any business.

At **SIMPLEX** the main goal for our CCTV systems is the installation of intelligent, interconnected, pervasive and unobtrusive solutions for video surveillance applications within the private, public and business networks. We pride ourselves that our system is:

- **easy to install**
- **low weight & transportable**
- **safe, secure, tested & approved**
- **time and money saving**
- **manpower efficient**

The advance of digital storage means that **SIMPLEX** CCTV systems require minimal human intervention and gives you the option of viewing your premises from anywhere in the world via the Internet using a secure login method. **SIMPLEX** offer a FREE initial site survey and advice.

If you have a problem after the installation has been completed or you just want to find out that little extra thing you didn't know before our consultants are always happy to assist you in your needs.



ROUTINE INSPECTIONS

To maintain the guarantee period of newly installed equipment and in order to prolong its life, it is necessary to have it properly serviced at the appropriate times dependant on the amount of usage the equipment may get over a period of time.

SIMPLEX Routine Inspections assist in the diagnosis of faults, including but not exclusive to the deterioration of the equipment and the development of faults, the examination and interpretation of defects, the investigation of malfunctions, the introduction and operation of condition monitoring – and numerous related activities

The *law stipulates an annual inspection of automatic systems with a six-monthly inspection on traffic and access control equipment. This seems reasonable as far as safety and reliability is concerned, considering that for example, an automatic gate system opens and closes several hundreds of times every year.

SIMPLEX offer quarterly, half annual and annual inspections as an integral part of our Service and Maintenance contracts. Any equipment found to be faulty or requiring replacement will be brought to your attention either at the time of the service or by return report with a price structure for the same.

SIMPLEX engineers have the skills needed to compare the behaviour of a machine when ‘in health’ with what it does when ‘in distress’. We believe in preventative measures. This is achieved by a continuity of service which succeeds through our relationship with the client. We are friendly and approachable with the capacity to explain in simple English.

NB: *None of our standard prices for servicing etc. include the cost of replacement parts. The exception is of course equipment under guarantee. Any such parts requiring replacement will be replaced either at the time of the maintenance inspection, if on the service vehicle, or as soon as parts become available.*



BREAKDOWN & EMERGENCY CALLOUTS

Dependant on usage and maintenance, most access systems will perform for years in full working order. But in the event of a 'Standard' Breakdown you will be required to fax over a work order or request for an engineer to attend stating what is wrong with the equipment.

Your **SIMPLEX** account manager will categorise the information and send you an engineer as soon as possible (this would normally be that day or within 24 hours of you reporting the problem and not later than the following day or as required)

In the case of an unexpected Emergency Breakdown or based on 'Security' concerns' an engineer will be dispatched straight away (this can be within 2-3 hours of you reporting your problem to us).

SIMPLEX offer a Standard Rate price for Breakdown Callouts Monday to Friday from 0900 hrs to 1700 hrs including the first hour on site with an additional charge for every subsequent hour.

Callouts on Monday to Friday from 1700 hrs to 2000 hrs including first hour on site attracts a rate at Time and a Half. For every subsequent hour there is an additional charge.

Callouts on Monday to Friday from 2000 hrs to 0900 hrs are charged at Double Time Rates with an additional charge for every subsequent hour.

Other Days

Saturdays between 0800 hrs and 1700 hrs are at Time and Half.
Sundays; are charged at Double Time starting at 1700 hrs on the Saturday.
Bank holidays are charged at Double Time starting at 1700 hrs the day before the Bank Holiday

Response Time:

Every attempt will be made to ensure an engineer is with you within 24 hours. An approximate time of arrival will be given at the time of the request for Callout being received and further contact by the engineer with an ETA as it gets closer to the time of arrival.

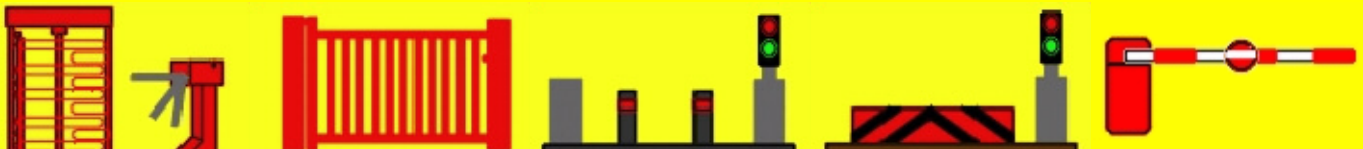
Exceptions:

Standard rates will be charged when Call-Outs are received during normal office hours and an engineer is not able to be on site until, for example, 1800 hrs. This rate would apply to a maximum of two hours at which time the usual rates would then be applied.

NB.

It would be correct to say that as a general rule problems can be resolved within the first hour, or at least diagnosed so that temporary work may be carried out pending new or replacement parts.

A full copy of our Standard Charges and Terms & Conditions are available upon request.



PERSONAL SERVICE & CONTINUITY OF CARE

SIMPLEX believe in looking after their clients from initial contact to completion of works. To assist in the delivery of a quality, value for money service with customer satisfaction and aftercare a priority we allocate you a Consultant/Personal Account Manager.

Consultant

Your **SIMPLEX** Consultant will convey with you your premises security access maintenance regimen. We keep abreast of new ideas or methods and anticipate industry developments aiming to provide our clients with incisive information pertinent to their particular concerns.

Our Consultants profound knowledge of each significant innovation, we hope, will allow for complete customer satisfaction leading to a long-term relationship.

Account manager

SIMPLEX Personal Account Managers are your first point of contact in case of a Breakdown of your system and are there to allay most of your concerns.

Your account manager will set up and discuss your Flexible Payment Arrangements within the scope of your 30-day account, keep you abreast of costing, invoicing and statements of account, send you updated reminders of Routine Inspections and are there to ensure a continuity of care.

Engineers

SIMPLEX offer their clients full field support in our mobile workshops manned by our engineers.

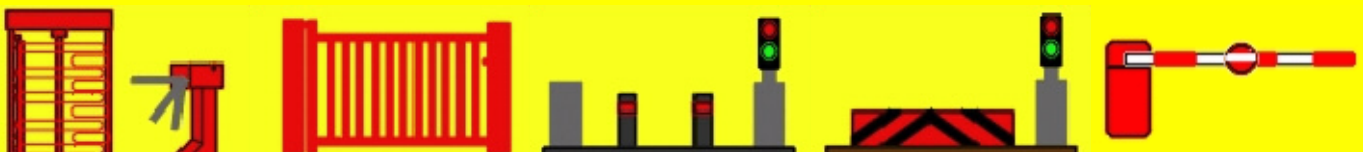
Your **SIMPLEX** engineers are conversant with the latest developments within the industry to handle any technical difficulties providing our clients with diagnostic reports and immediate action when required.

The client has the advantage of the full backup and expertise of our team. They can rest comfortably in the knowledge that their **SIMPLEX** engineers are the best in the service and maintenance industry!!!

The Service Team

SIMPLEX's capacity for understanding our customers' needs, concepts and a balanced proportion of creativity and technical know-how determine our thinking and our actions. We can show you how even unconventional solutions can be achieved at reasonable cost through our wealth of expertise.

With a firm focus on being cost-effective and innovative, we encourage every member of our team to be pro-active on behalf of our client and take personal responsibility for achieving the highest possible standards.



RESOURCES & REFERENCES

REFERENCES:

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Department of Trade and Industry - <http://www.dti.gov.uk/files/file11288.pdf>

Health and Safety Executive - <http://www.hse.gov.uk/pubns/engindex.htm>

The Safety Link - <http://www.safetylink.com/>

Disability Rights Commission - <http://www.drc-gb.org/thelaw/thedda.asp>

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British Standards Direct - <http://www.standardsdirect.org.uk>

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