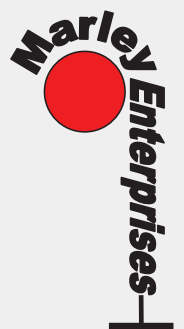


# Reactive/ Scheduled Maintenance

Keeping your doors  
opening 24/7



Marley Enterprises Roller Shutters Ltd  
[marleyenterprises.com](http://marleyenterprises.com)  
0800 7811244



# Standard Service Package

## 1 24hr call out service

For the repair of industrial, commercial and domestic doors & shutters nationwide.

## 2 Full repair & maintenance contracts

Reactive/replacement service.

**Service contract will encompass:**

Annual Planned Preventative Maintenance (PPM) /safety check and routine lubrication

A standardised service to an agreed service level agreement (SLA)

Include asset information gathering as part of year one mobilisation

Capability to provide us with detailed management reporting

## 3 Extensive stock

Extensive stock of all components/replacement parts site specific and computer controlled to optimise efficiency, some sites may be issued consignment stock parts to be held on site.

## 4 Response times and categories

Emergency	CAT: A	4 hour (24/7)
H&S (prevention or potential)	CAT: B	6 hour (24/7)
Trade affecting	CAT: D	6 hour
Important but not H&S	CAT: E	24 hours
Needs attention but not urgent	CAT: F	5 working days

# Reactive/Scheduled Maintenance for:

ROLLER SHUTTERS

SECTIONAL OVER HEAD DOORS

FIRE SHUTTERS/DOORS

TRANSPARENT ROLLER SHUTTERS

STEEL DOORS

HIGH SECURITY FENCING AND GATES

SECURITY ENCLOSURES

FAST ACTION DOORS

PVC STRIP CURTAINS

ANTI RAM-RAID PROTECTION POSTS

ALUMINIUM SHOP FRONTS AND CURTAIN WALLING

RAILINGS AND GATES

GARAGE DOORS AND DOMESTIC WINDOW SHUTTERS

SHELTERS



**FREE SECURITY/VULNERABILITY REVIEW  
AND RECOMMENDATIONS**

**24HR CALL SERVICE**



## Don't run the risk of £5,000 fine, two years in jail or a £30,000 compensation claim

All shutters and electric gates need to be maintained and serviced to conform to Health and Safety Legislation. Marley Enterprises Ltd offers a Service and Maintenance Programme, and can provide you with a certificate of compliance to 'Provision and Use of Work Equipment Regulations 1997', and Health & Safety Act 1974, Regulation 18 (2) (B) and BS EN 13241-1:2003 product standard. This is required by Law under the Machinery Directive and must be part of your Health & Safety policy to protect against personal injury.

### 1 Faulty Shutter Causes Personal Injury:

Our client was required to open up a public building in 2002 by pulling up a shutter. Because this was stiff and difficult to open, she received a strain injury to her lower back. Despite complaints to the site manager several days before the incident, the problems had not been corrected, no suitable risk assessment was carried out and no care was taken to reduce the risk of injury.

Since the incident, our client has been unable to work and x-rays and an MRI scan were required to identify the injury. She was subsequently diagnosed with the strain injury and a suspected prolapsed disc to the thoracic spine. Our client has undergone osteopathic treatment, was referred to the rheumatology department, and continues to experience restricted movement. She was awarded compensation of £32,000.

### 2 Train firm who failed to fix faulty equipment pays compensation

#### Back Injury caused by accident at work

An Aslef trade union member who damaged his back in a workplace accident has received £3,175 in compensation after help from Thompsons Solicitors.

The train driver from Cardiff was forced to take six weeks off work after he damaged his back whilst trying to open a faulty roller door to access fuel pumps. Colleagues at DB Schenker Rail UK Ltd had complained about the door for a number of weeks but nothing was ever done to fix the problem. On the day of the accident the 47-year-old had twice called the control desk at East Usk Rail Yard to ask for help but was simply told to go to the site and try to open the door on his own. As he tried to pull up the roller shutter he felt his back twinge and he suffered a strain.