



24/7 Service & Maintenance Keeping Your Equipment Operational

Access Control Systems | Door and Gate Automation | Car Parking



At **Electro** we pride ourselves on the **quality of service and support** that we offer to keep your systems running at peak efficiency, preventing or minimising any equipment downtime.

For over 35 years our team have been maintaining commercial and domestic equipment across Ireland. This longevity coupled with our "customer first" approach and years of continuously improving our service based on customer feedback allows us to wholeheartedly say that Electro understands your business and the critical need to keep your systems operational. Working together we can track your service issues, develop and implement solutions and respond to changing service needs. Most importantly our flexible approach means we can do this fast, reducing any potential revenue lost by non performing equipment on site.

Over the years we have built a team that can be best described as a customer support partner. Our 40+ field customer support representatives (CSR's) are based nationwide and operate with hand held reporting devices allowing our customers to get in-depth reports on all health checks and equipment issues logged. These CSR's are backed up by our in-house technical support department to ensure there is no problem we can't solve. Add to that the fact that we operate 24/7/365 and you will see what we are the preferred choice of so many customers.

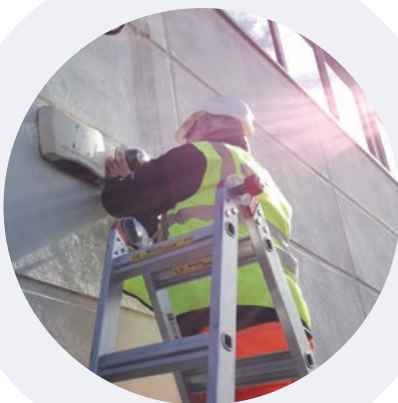




The Electro Roadmap - How We're Leveraging The Internet of Things

The IoT (Internet of Things) is the communication of electronic equipment through digital means and it is something we at Electro are rolling out to dramatically improve the value we can offer our customers.

We are in the process of building a smart network of interlinked equipment to ease the burden on customers in terms of costs and usability of equipment. Once complete Electro will be able to handle end to end equipment related responsibilities, alerting you if there is an issue in advance, making repairs before revenue is lost and reducing downtime to a minimum.



Monitoring

Going forward we are leveraging technology available to allow our central software system to communicate and monitor equipment on customer sites. Providing our customers with accurate digital reports on equipment status in real time. For customers this means less costs on maintenance call outs, increased longevity of equipment and never facing the risk of equipment down time.

Virtual Comms

This digital link between our team of service specialists and your equipment means we will know of a fault before it becomes an issue and through our tracked vehicles we can send the closest available engineer to make an instant repair.

In-Depth Analysis

We constantly update our internal systems with the latest in AI software, we also store our data securely in line with GDPR regulations. Once combined our AI systems can learn over time how your equipment functions and ensure it's at optimal performance during your busy periods and in rest mode, saving on energy costs during the quiet periods.

We at Electro aim to stay at the forefront of technology to ensure our customers get the very best in terms of service and value.



So, Why Get A Maintenance Contract?

Over time parts get worn, some equipment needs regular recalibration to optimise performance and a regular service can increase the longevity of equipment by over 120%.

The need for a maintenance contract is critical to the smooth running of your business and goes much beyond the 'peace of mind' ideal, a maintenance contract can:

Ensure the equipment is working efficiently and doesn't contravene any H&S regulations which insist that all automation equipment should be covered by a current maintenance contract.

Ensures you as a customer are not forced to operate without, what could be, a pivotal piece of equipment to your business.

Increased lifespan of the equipment.

Reduce the number of call-outs as a result of breakdown.

Ensures that the safety features are in correct working order which reduces the risk of insurance claims.

How a contract works

Issue reported by our customer to the Electro helpdesk 028 9266 4583



Logged by our in-house support team



Nearest engineer informed and goes to site



Issue is resolved on-site by our engineer



PDA sends instant report back to Electro



Customer informed; report sent with up to date information



Equipment once again in prime working order and all paperwork electronically transferred to customer.



What's included?

- Planned Preventative Maintenance
- Basic adjustments to ensure the equipment is working correctly
- Rectify any minor faults in equipment or software operation
- Ensure the equipment is compliant with all current Health and Safety standards
- A full written report detailing the service

Our Service & Maintenance Division supports over 1,500 accounts with the following services:

- Planned Preventative Maintenance
- General Service
- Emergency and Priority Call-Out Service
- Extended Warranty
- Health and Safety Regulation and Compliance
- Parts & Labour Discounts
- Competitive Callout Rates
- Technical Back-Up Support
- Training Programme
- Disaster Recovery
- Spares Holding
- 24/7 Security Monitoring Service

What We Service



Automatic Doors

Swing | Slide | Curved |
Revolving | Interlocking |
Hermetically Sealed

Doors are just one of those things that must work as they are critical to your business, with our maintenance contracts that's exactly what they'll do. We offer proactive maintenance ensuring longevity, conformity to safety standards and optimising their operational capacity.



Automatic Gates

Swing | Slide | High Security |
Speed Gates | Cantilever | Bi-
Folding

The first line of defence and often the most effective. Ensure all your gates are compliant with the latest standards and fully operational to increase your return on investment.

Automatic Barriers & Bollards

Car Parking Barriers | Entrance/
Exit Barriers | Crash Rated
Barriers | Office Traffic Barriers |
Roadblockers

Automated barriers are the simplest and most effective way to control traffic flow. They are one of those items people just pass by, but should that barrier fail, traffic builds up and those stuck on the other side are quick to complain. Our team work with you to ensure that barriers do what they're meant to do – just work, 24/7 no questions asked.



Access Control and ITS

Access Control Systems
ANPR Cameras | VMS | Traffic
Counters & Classifiers |
Pedestrian & Cycle Counters
with Analytics
| Over-height Detection
| In Road Sensors

Electro are keeping our roads moving, we service all types of road and motorway equipment across Ireland. From frictionless tolling software and urban centre Wi-Fi services right through to in-road sensors and speed detection systems. Our ITS service experts are on hand 24/7 and as we are nationally based there is no location we can't reach.





Car Parking Equipment

Reporting Software | Entry / Exit Machine | Pay on Foot Units | EV Chargers | Revenue Management

Without going into detail, car parks are a major revenue generator and they mostly operate using automated equipment. Should this equipment develop an issue the car park owner stands to lose revenue every minute. Our team work proactively to drastically reduce any potential downtime and with our software can assist you in running the car park more profitably.



Security Equipment

CCTV | Access Control |

Control is a vital part of any business, if you get it wrong you put yourself, family, staff, stock and your home at risk. Putting the right systems in place is one thing, ensuring they are continuously working and effective is another battle. Allow us to fight that battle for you.



Turnstiles

Slim Lane | High Security | Outdoor | Full Height | Corporate

Controlling the flow of users and acting as a 24/7 security guard, no permission, no entry. Electro proactively maintain each turnstile to guarantee longevity and minimal downtime. What most customers don't realise is in certain situations that a turnstile can get 75% of its daily use in an hour, putting high levels of stress on the internal motor, drastically reducing the equipment's lifespan, unless it's regularly serviced.

"Maintenance and Support is vital to every home and business. Electro are one of the few automation companies with the correct support infrastructure to provide a true 24/7 service. We don't just offer contracts, we provide service when you need it most."

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