

Reactive call-out procedure and schedule of rates

1st April 2021

Reactive call out procedure

Between the hours of 8:30 - 17:30 please contact our main office on 01264 334786 and ask for the service department. Alternatively, you can send an e-mail to service@willings.co.uk.

Outside of these hours, please contact our main office on 01264 334786 and follow the directions given on the out of hours service, alternatively send an e-mail to service@willings.co.uk.

To attend any call out we require the following: -

- A valid purchase order number (even if under warranty);
- Contact name and number of the person reporting the fault.
- Brief description of your fault.
- Site access times.
- Equipment reference number/location.
- Type/make of equipment.

Schedule of rates

To meet our clients' needs we have created several different call-out rates, the most popular have been categorised and are detailed below. Customers with a planned preventative maintenance (PPM) contract will receive a 10% discount of the rates shown

Customers with a PPM MUST note that the discounted rate only applies to items of equipment as detailed in their service contract, i.e., if we are asked to attend site to look at an item of equipment that is not listed in the service contract then this will be charged at the appropriate NON-discounted rate.

Category A = 12 to 24-hour response time.

Category B = 24 to 48-hour response time.

Category "A" Service Response Time (SRT)

Calls responded to within 12-24 hours in 95% of cases.

Calls received before 12:00hrs should be responded to within 4-8hrs on the same day. Calls received after 12:00hrs should be responded to by 10:00hrs the following day.

Hours of Working	Description	Cost per hour	Part No.
Normal Working Hours Monday - Friday 08.30hrs - 17.00hrs	Travel to and from site	£ 72.33	ECO-CATA-001
	Time on site	£ 72.33	ECO-CATA-002
Outside Normal Working Hours Monday – Friday 17.00hrs - 20.00hrs and 06.00hrs - 08.30hrs	Travel to and from site	£ 111.28	ECO-CATA-003
	Time on site	£ 111.28	ECO-CATA-004
20.00hrs - 06.00hrs	Travel to and from site	£ 144.66	ECO-CATA-005
	Time on site	£ 144.66	ECO-CATA-006
Weekend Working Hours 06.00hrs - 20.00hrs	Travel to and from site	£ 111.28	ECO-CATA-007
	Time on site	£ 111.28	ECO-CATA-008
Public and Bank Holidays 06.00hrs - 20.00hrs	Travel to and from site	£ 144.66	ECO-CATA-009
	Time on site	£ 144.66	ECO-CATA-010

Important Notes

- If additional labour is required, then this will be charged at 50% of the appropriate rate(s) excluding any other discounts
- Customers with a maintenance contract may be entitled to a discount off the above costs, please see maintenance quotation.

Category “B” Service Response Time (SRT)

Calls responded to within 24-48 hours in 85% of cases.

Calls received before 12:00hrs will be responded to within 12:00hrs the following day. Calls received after 12:00hrs should be responded to by 16:00hrs the following day.

Hours of Working	Description	Cost per hour	Part No.
Normal Working Hours Monday - Friday 08.30hrs - 17.00hrs	Travel to and from site	£ 61.20	ECO-CATB-001
	Time on site	£ 61.20	ECO-CATB-002
Outside Normal Working Hours Monday - Friday 17.00hrs - 20.00hrs and 06.00hrs - 08.30hrs	Travel to and from site	£ 89.02	ECO-CATB-003
	Time on site	£ 89.02	ECO-CATB-004
20.00hrs - 06.00hrs	Travel to and from site	£ 122.41	ECO-CATB-005
	Time on site	£ 122.41	ECO-CATB-006
Weekend Working Hours 06.00hrs - 20.00hrs	Travel to and from site	£ 89.02	ECO-CATB-007
	Time on site	£ 89.02	ECO-CATB-008
Public and Bank Holidays 06.00hrs - 20.00hrs	Travel to and from site	£ 122.41	ECO-CATB-009
	Time on site	£ 122.41	ECO-CATB-010

Important Notes

- If additional labour is required, then this will be charged at 50% of the appropriate rate(s) excluding any other discounts.
- Customers with a maintenance contract may be entitled to a discount off the above costs, please see maintenance quotation.