

When you sign and return your contract an agreement is made subject to the terms and conditions below between Southern Pump Services Engineering Limited (known as SPSE from here on) and the customer. The agreement is valid from contract commencement date as notified to you by SPSE prior to the contract commencement date.

General Terms & Conditions

1. As from the agreed contract commencement date (or until such as the agreement is terminated under clause 9 here of) SPSE undertakes to service the pumps and pumping equipment located at the specified address at intervals of approximately 12 months.
2. The above intervals of 12 months may be altered at any time during the agreement application form subject to agreement by both parties.
3. Until further notice as provided for in clause 4 a sum of monies as detailed on the agreement application form will be payable by the customer by the chosen pay method.
4. SPSE shall be entitled to revise the charges as detailed on the agreement application form to cover any increase in the cost of providing the service as a result in increased costs of labour and materials.

Provided that:

Any additional charge will be payable under this clause shall not exceed the increased cost of servicing incurred by SPSE. No additional charge will be payable under this clause unless notice has been given to the customer, in writing, of such increase at least one calendar month prior to the date when such additional charge is to be made.

5. In addition to the contract price the customer shall pay the full cost of spare parts used and fitted by SPSE during servicing or other visits.
6. SPSE shall not be liable for loss or damage of any kind whether resulting for negligence or otherwise arising directly or indirectly from any failure or breakdown of the pumps and associated equipment except if such loss or damage is caused by the wilful default or negligence of SPSE. If the loss or damage is caused by the wilful default or negligence of SPSE the liability of SPSE therefore shall not exceed £1,000,000.
7. Further SPSE shall have no responsibility or liability in respect of operation, default servicing or repair of any non standard parts fitted to the pumps and associated equipment by persons other than SPSE without SPSE knowledge and consent.
8. Service contract may terminate if all sums due under the agreement are not paid in accordance with the agreement.
9. This agreement may be terminated by either party upon expiration of at least one calendar month's notice given to the other party in writing by recorded delivery.
10. Safe access must be provided to the equipment to be serviced subject to this contract and all statutory requirements must be met in this respect. The provision of any labour, materials or equipment to ensure safe access to be the responsibility of the customer. The customer is responsible under current statute to notify ALL known hazards in writing to SPSE prior to commencement of work.
11. The equipment must be in full working and serviceable order prior to the commencement of the contract. SPSE reserve the right to charge for additional works required to bring the equipment to a serviceable order unless otherwise agreed between both parties. Inspection if required will be at additional cost.

WHAT IS COVERED UNDER THE CONTRACT

Services visits as detailed in agreement application including a full 21 Point check list.

Full 12 months warranty on parts and labour from date of service or from date of repairs or replacement on any work carried out between services.

WHAT IS EXCLUDED UNDER THE CONTRACT

Work carried out as a result of misuse, neglect, wilful damage, vandalism and blockages.

Pipework, air release valves, penstocks, sump covers and telemetry.

Buildings, fixtures and fittings, ground work and civil.

Sump maintenance and cleaning.

Cranage.

Service visits out of scheduled visit. An additional charge may be made for this service*.

Visits to site where no fault is found or the electricity supply has failed.

Visits to site where access is prevented by others where the sump is full or where the equipment cannot be serviced for other reasons beyond the control of SPSE or where the site is unsafe.

Consequential damages or losses arising out of equipment failure including but limited to; sump clearing, desludging, jetting, overspill clear up, over pumping or cost arising out of a pollution incident

Consumables including but not limited to; level control floats, control panel fuses, indicator bulb can be replaced on a service visit to be invoiced separately up to the value of £150.00

Out of normal working hours breakdown, A call out charge* will be levied for out of hours site attendance unless covered by some other arrangement (**Normal working hours – 08:30hrs – 16:30hrs Mon-Fri**)

*For details of our additional charges contact us.