

Passivent Servicing

A choice of levels to suit your needs



Passivent offers a range of service levels to suit your needs as shown in the table below.

We highly recommend annual servicing of your equipment to ensure:

- your building continues to be ventilated in accordance with the required ventilation strategy.
- the continued correct operation of the equipment.
- the long life of your equipment.

We offer three service levels as shown in the table below and overleaf. A contract will be sent for you to sign if a 3 year or 10 year agreement is requested.

A service generally takes one day between Monday and Friday, 9am to 5pm, but this may vary depending on the amount, and accessibility, of equipment installed. Servicing work is carried out by our specialist engineers – we do not sub-contract this work.

After the service visit, a report showing all settings is provided. Our service records are updated and a reminder for the following year is set up in our system.

Service level benefits

		One-off Service Visit	3 Year Service Contract	10 Year Service Contract & Extended Product Warranty
Features included	Mechanical check of motorised dampers	✓	✓	✓
	Calibration check	✓	✓	✓
	System health check	✓	✓	✓
	Set-point adjustment (if required)	✓	✓	✓
	Software update to latest version (if required)	✓	✓	✓
	System test	✓	✓	✓
	System training and demonstration	✓	✓	✓
Payment options	Pro-forma	✓	✓	✓
	BACS	✓	✓	✓
	Pay by card	✓	✓	✓
	On account (subject to Passivent's terms)	Not included	✓	✓
Inclusions	Parts	Not included	20% discount	✓
	Labour	Not included	20% discount	✓

continued overleaf...

passivent



Ventilation
& Air Quality



Natural
Daylight



Moisture
Removal

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One-off Service Visit

Prior to the visit, the daily servicing rate will be quoted and payment terms agreed. During the service if any equipment requires replacement, a separate quotation for parts and labour will be provided. The work will be carried out subject to payment, or signed commitment to pay, for parts and labour.

3 Year Service Contract

Same procedure as above for the One-off Service Visit but if a 3 Year Service Contract has been signed then any equipment which requires replacement will receive a 20% discount on parts and labour.

10 Year Service Contract & Extended Product Warranty

Same procedure as above for the One-off Service Visit but if a 10 Year Service Contract has been signed, the parts and labour for any replacement items will be free of charge. To qualify for this contract and warranty, the Passivent equipment must have been commissioned within the last three years and a site inspection by Passivent will need to be carried out prior to Passivent agreeing to the contract.

How to sign up

Please email us at projects@passivent.com with the contact details of the person responsible for the management / maintenance of the site and details of the service level you are interested in.

Full details of our Terms & Conditions can be found on our website and will be sent to you for approval prior to any work commencing.

passivent

**building
product design**

Passivent is certified under the ISO 9001 quality standard, ISO 14001 environmental standard and ISO 45001 health and safety standard.

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