

## **SERVICE CHARTER – SERVICE ENGINEERS**

1. When we arrive on your site, we will introduce ourselves and agree what work is required. We will carry out an initial check and before proceeding and we will advise you of what needs to be done and how long the work is likely to take
2. We will always deal with customers in a friendly and courteous manner and will be smartly presented in company attire
3. We are rigorously trained and qualified to ALLMI standards, working to the highest standards with access to on-line Palfinger/Epsilon technical and parts databases
4. Our company vehicles will be clean, well-organised and equipped with on-board welding equipment and the latest Palfinger/Epsilon diagnostic equipment
5. We will hold dedicated stocks of fast moving parts on our vans and endeavour to complete all repairs in the one visit
6. We aim to identify and fix the root cause of the problem instead of repeating quick-fix repairs
7. On completion of the work, we will brief you on the work that was undertaken and ask you to sign-off the job-card and provide us with an order number for any chargeable work
8. We will work in a neat and tidy manner and will leave the work area as we found it
9. We operate 24/7 and aim to attend any emergency breakdown within 4 hours of receiving your call. We will endeavour to attend Non-emergency breakdowns the same day and should this not be achievable we will attend the following day
10. We will always adopt safe working practices and will never compromise safety guidelines.
11. We will adhere strictly to your site safety regulations, will wear appropriate protective clothing and will ask to be directed to a safe working area
12. We will deliver on our promises with a realistic and honest approach