

## ATP Bio-digester Maintenance and Servicing Schedule

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- ❖ ATP will arrange attendance to any site within England, Scotland & Wales within 24 / 36 hours of the callout being placed with us.
- ❖ Callout charge for sites with the following postcodes AB, HS, IV, KW, ZE, will be £225.00 with an hourly rate of £60.00 whilst on site which is charged in 15-minute increments.
- ❖ Callout charges for sites with the following postcodes DD, DG, EH, FK, G, KA, KY, ML, PA, PH & TD will be £125.00 with an hourly rate whilst on site of £60.00 which will be charged in 15-minute increments.
- ❖ We can arrange *out of hours* callouts if required but these will realistically be for the DD, DG, EH, FK, G, KA, KY, ML, PA, PH & TD postcodes as the other postcodes will be unreachable out of hours so will be put on a 24 / 36 hour response time from when the call is received.
- ❖ Service costs are £250.00 per machine per service (this applies to the 250L & 500L range only)
- ❖ Within the first year of the machine being installed we will carry out 2 full services to ensure the machine is working to its optimum capacity and to give the operator complete peace of mind.
- ❖ 1500L and 3000L machines will be agreed separately depending on configuration.
- ❖ ATP are happy to arrange multiple training days for staff within the first week of the machine being installed, so users get the best start to life with their new machine. The initial training is important to ensure the best possible usage and maximise the benefits to the operator.
- ❖ Each client can have a dedicated account manager who they can call directly to place any callouts or request any servicing visits and then we will organise any engineer visits thereafter.
- ❖ Clients can purchase hours up-front and draw them down as and when they choose. These hours can then be used for breakdowns, extra training sessions and peace-of-mind visits. Even if it's to double check that everything is working and configured correctly.
- ❖ After the machine comes out of the warranty period (1 year) clients can decide on how many services they wish to have per annum 1, 2 or 3. This can be discussed and agreed after the first year when performance data and usage has been analysed.