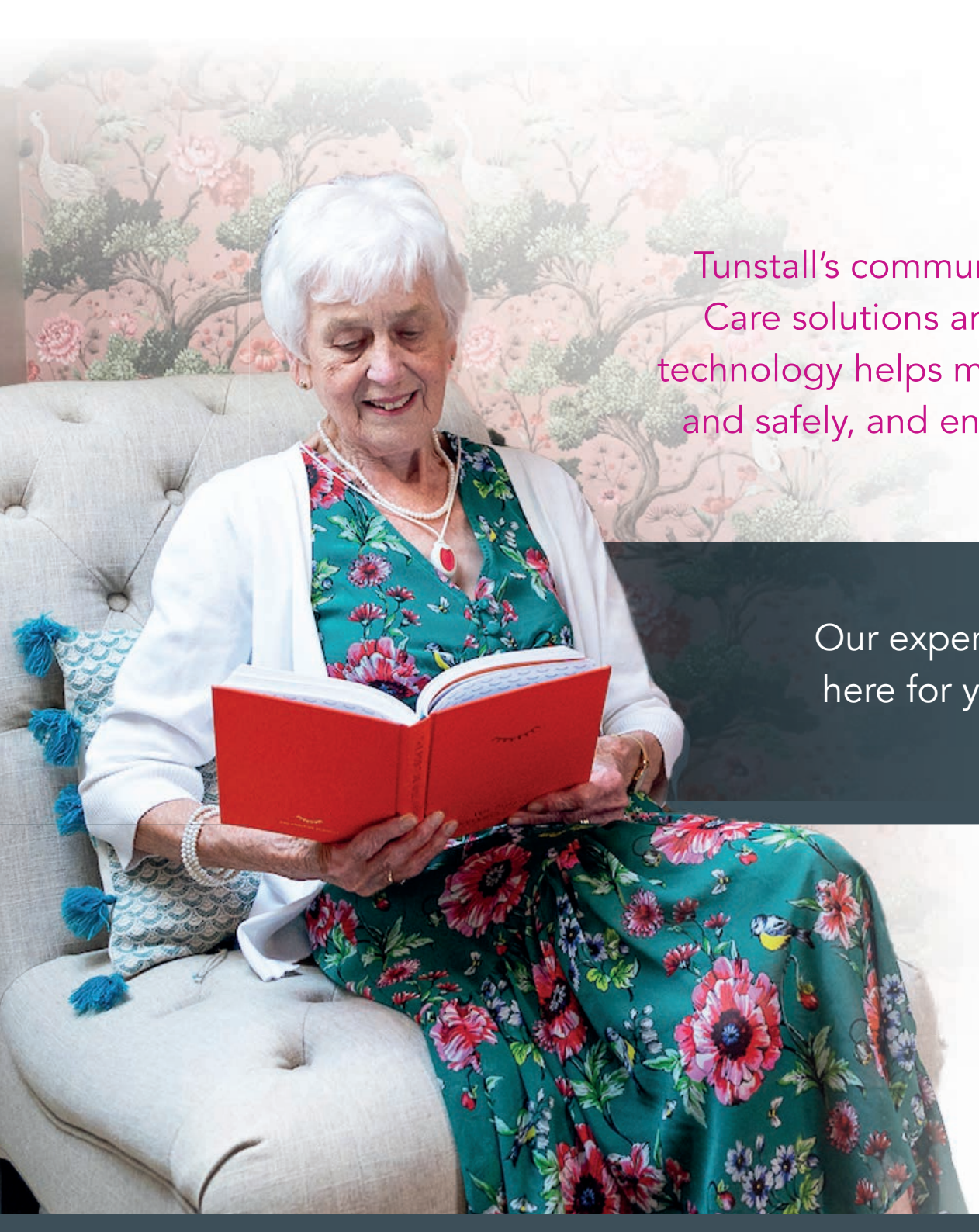
Tunstall

Service and maintenance:
Planned and responsive



We've got you covered

Tunstall's community alarm, warden call and Connected Care solutions are the most widely used in the UK. Our technology helps millions of people to live independently and safely, and enables care staff to work effectively and provide the best support possible.

Our experience, resources and infrastructure are here for you 24 hours a day, seven days a week.

Your service options

We offer a range of service agreements, designed to meet your needs and deliver the highest quality in planned and responsive maintenance. As well as supporting Tunstall equipment we can also cover third party products, giving you cost effective, integrated services from a single provider.

Bronze	Silver	Gold
48-hour onsite response service (Monday-Friday). Equipment may be returned to our Product Repair Centre, where it is cleaned, repaired and updated to the latest manufactured revisions, before being tested.	Our around-the-clock, rapid response service. Equipment is checked and repaired using original manufacturers' parts, within 24 hours, seven days a week. Engineers carry stock of equipment and can use our next day parts delivery service. In the unlikely event an onsite repair is not possible, equipment is sent to our Product Repair Centre, with alternative equipment provided to ensure the ongoing safety of service users.	Our Gold contract is exclusive to PNC customers. Equipment is repaired onsite, with a guaranteed four-hour response, seven days a week. A quarterly comprehensive system assessment is included in the contract, along with ongoing business development advice.

We provide individual system or full site agreements for a range of equipment, including:

- Warden call/community alarm systems
- Fire systems and smoke detectors
- Emergency lighting
- Telecare and telehealth solutions
- Access control and CCTV
- Regulatory maintenance inspections, and testing usually completed by the landlord

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Tunstall has proved to us right from the start that they deliver a quality service and are experts at what they do. The engineers always do their utmost to fix any problems as quickly as possible, even if it means working out of hours. You really feel the engineers have the best interest of our owners at heart.

Scheme Manager

Your contract options

Additional services available for all contracts include:

- Emergency call out with four-hour response
- Dedicated engineers for specific schemes (in office hours)
- Battery maintenance
- Remote diagnostics
- BAFE accreditation engineers for fire systems
- Specialist engineers for telecare and telehealth

We also offer a range of back-to-base service support for dispersed equipment, such as Lifeline home units.

Fire detection and alarm systems

Our standard service plan provides regular maintenance visits to test the operation of the equipment covered in line with current BS5839 Part 1 Standards, with service response within 24 hours during normal working hours, with any remedial works are completed on a time and material basis. The fully comprehensive plan includes remedial work at no extra cost providing this is due to fair wear and tear. Both plans can also include an emergency call out facility, at additional cost.

We can also create bespoke service and maintenance agreements, tailored to your individual requirements.

Our dedicated Customer Service Team comprises over 230 people, and **our Customer Satisfaction Centre is on hand 24 hours a day, 365 days a year providing a friendly and professional service.** We also have a Help Desk, with a team of experienced advisors available day and night to answer technical queries.

Our people

We have a national network of over 100 specially trained service engineers.

All Tunstall engineers attend an internal product training school and are instructed to the very highest standards by the company's dedicated engineer training officer. This ongoing process includes a number of modules covering products of varying manufacture, age and complexity. The course covers all Tunstall manufactured products, past and present, and commonly used products from other manufacturers.

Tunstall engineers are trained to go the extra mile, and will never leave a service user unprotected.

Our engineers:

- Are accredited to NICEIC and FIA standards
- Hold CSCS (Construction Skills Certification Scheme) cards
- Are subject to DBS (Disclosure and Barring Service) checks
- Undergo regular assessments and frequently attend refresher courses
- Are comprehensively trained in customer care including tenant/resident liaison
- Hold stock in their vehicles profiled to suit the equipment in their areas
- Can receive overnight stock deliveries to ensure they have the right parts for the job
- Operate a call ahead policy, increasing efficiency and providing reassurance
- Are Health and Safety trained and practice Safe Systems of Work
- Dispose of and recycle equipment in line with WEEE regulations
- Adhere to the company's policy to minimise CO_2 emissions
- Receive monthly technical and health and safety briefings

Our promise to you

Our customers and the people they support are at the heart of what we do. We want working with Tunstall to be a great experience, and so we've created this Customer Service Charter so that you know exactly what you can expect when you choose us to deliver your service.

We will deliver

To help you monitor our performance we will put in place Service Level Agreements and Key Performance Indicators such as First Time Fix and Contract Met. We also monitor our Customer Satisfaction levels in real time to ensure we continue to deliver world class service.

We will offer value for money

We work in partnership with our customers to identify savings over the life of the contract, and can offer cost effective service and maintenance of both Tunstall equipment and third party products, including fire systems and access control.

We will communicate

For each contract, clear communication channels and reporting procedures will be defined. We will ensure our customers can contact us 24 hours a day, 365 days a year via our Customer Satisfaction Centre.

We will respect service users

All of our engineers are DBS (Disclosure and Barring Service) checked, and follow a Code of Conduct which ensures they interact with residents/tenants in a polite and helpful manner and cause a minimum of disruption when working in their homes.

We will offer ongoing product support

We commit to support all of our products for at least seven years after the date of last manufacture, managing stock levels and the supply chain to ensure customers purchasing Tunstall solutions can rely on us for years to come. As original equipment manufacturer, all repairs are undertaken using genuine new Tunstall parts.

We will advise

We will work with our customers to ensure the best possible solution is being provided to take account of a continually changing environment, e.g. new government legislation, advances in technology or changing priorities.

We will innovate

Tunstall invests 6% of its annual turnover into Research and Development, and works in partnership with its customers to develop products which meet their needs now and in the future.

We will care for our environment

Tunstall complies with WEEE (Waste Electrical and Electronic Equipment) Regulations and has procedures in place to minimise the detrimental impact of waste equipment both during the products' lifetime and when they become waste.

We will work safely

We care about the safety of our employees and others who may be affected by our activities. Our approach to health, safety and environmental performance is underpinned through our risk assessment process, staff training and by working with our customers to maintain safe working practices.

> The safety and wellbeing of our tenants is of paramount importance to us. In my view the best way of protecting this is to place the care of our community alarm systems in the hands of the people who made them. No one else can offer the same level of expertise, ensuring any faults are repaired as quickly as possible, safeguarding our tenants.

Housing Manager

Excellence from design to decommissioning

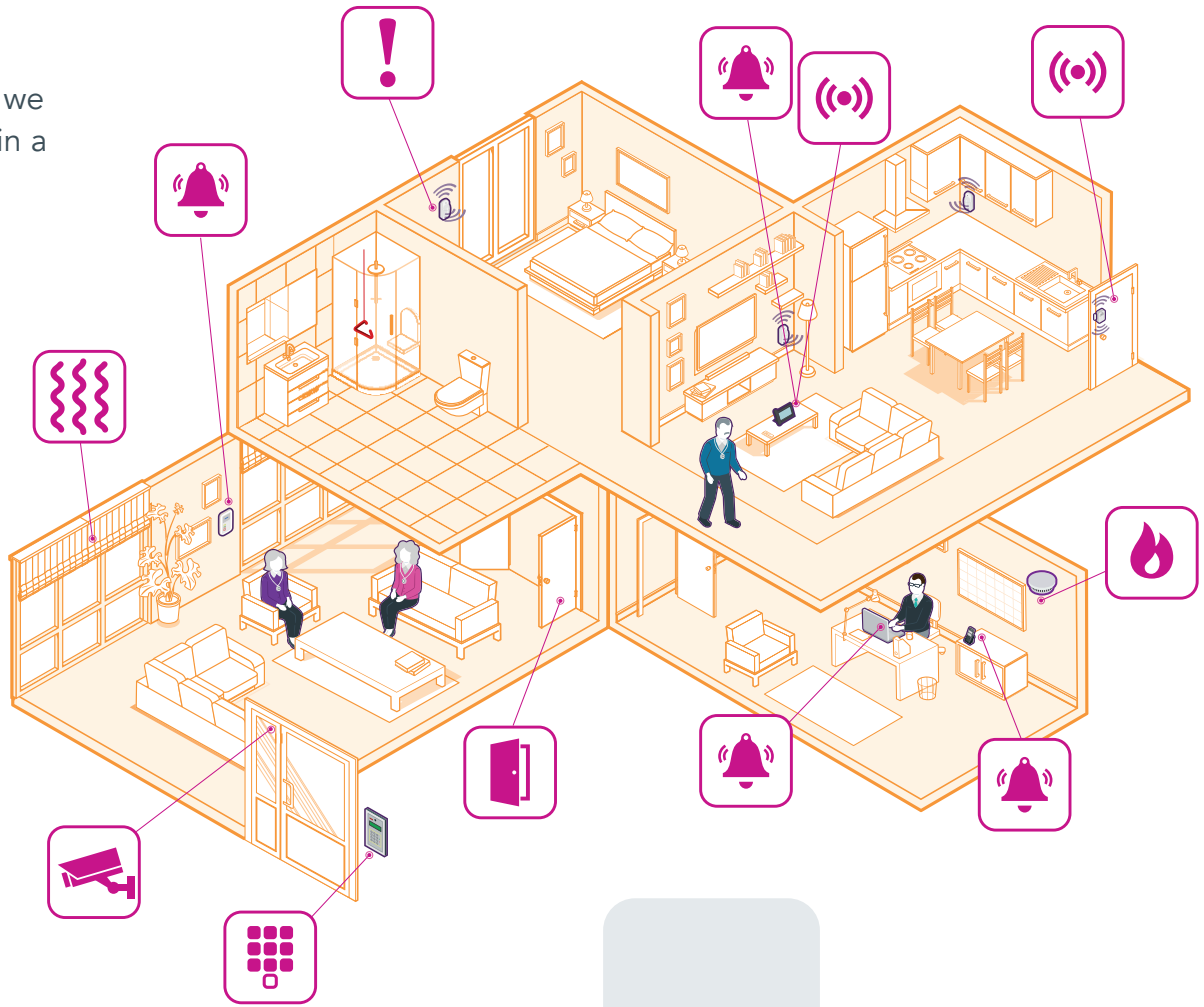
Tunstall is an experienced technology partner, delivering a broad range of solutions.

We don't just provide specialist service and maintenance, we design, manufacture, install and support care technology in a variety of living environments.

Our expertise means we can add value throughout the development process, demonstrating our understanding of design requirements, legislation and resident needs. We balance attention to detail with the need to meet project timescales, and design systems which combine care with independence.

Our expertise covers:

- Coordinated delivery of full care and safety systems
- Integrated systems, coordinated installation, combined maintenance programme
- Single point of contact for the management of onsite technology
- Post completion support across all service elements
- World class technical support



Complete solutions from a single provider

Communication/call systems

A choice of digital systems, based on highly resilient architectures and offering flexibility, speed and integration.

Fire systems and emergency lighting

Tunstall can advise on, supply and service a wide range of fire detection and alarm systems to protect residents in homes of all sizes.

Intruder alarm systems

Tunstall can provide intruder alerts as part of group living communication systems, or stand alone systems for individual dwellings.

Door entry and access control

A range of door entry systems, both stand alone and combined with our Communicall Vi and Vi IP systems.

Structured cabling

Fully certificated structured cabling throughout buildings provided alongside our telecare and DECT infrastructures.

WiFi

A range of options to enable users to get online easily and safely at home.

Automated door systems

We can also provide fully integrated door entry solutions and complete building solutions for entrance control.

CCTV

We design, install, maintain and monitor a wide range of CCTV solutions, from complex IP systems through to simple single camera entrance monitoring.

Auto Smoke Ventilation Controls

Tunstall can offer full building fire protection, combining our in-house fire engineering expertise with specialist designers.

About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for 65 years, growing to become a UK manufacturer with a global presence. Its pioneering software, hardware and services enable providers to deliver integrated, efficient and person-centred care in the community, and empower people to live more independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 19 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

As technology advances and solutions become increasingly digital and cloud-based, we will work closely with our customers and partners to enable them not just react to events, but to predict and even prevent them, using data-driven insights. Our focus is on creating a more connected world that fulfils the potential of technology to offer intelligent care and support, and give people greater choice and control about how they live their lives.

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and or omissions contained within this document. This document should not be relied upon for product details, and reference should be made to current specifications.

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