

ALERT PRO Service Schedule

Realtime Airborne Asbestos Monitor & Alarm



IMPORTANT INFORMATION

1. **Frequency:** Annual requirement to maintain normal functionality & warranty.
2. **Notifications:** On-screen warnings will advise of next service date at start-up.
3. **Out of Service:** units will display a “Service Overdue” message & will not operate in Sampling Mode.
4. **Cost:** £500 +vat per annum.
5. **Servicing:** Only to be undertaken by qualified Engineer at Alert’s HO unless advised otherwise.
6. **Shipping:** Customer covers cost & liability on return to Alert and Alert covers on return to customer.
7. **Courier:** Use reputable, insured courier service with tracking and Proof of Delivery (PoD).
8. **Leadtime:** 10 working days on receipt of unit, plus delivery time
9. **Charges:** A £150 Cleaning Charge may be levied Return Process (below) not followed.

RETURNS PROCESS

1. CLEAN:

- Before opening the lid, using tac rags, wipes or H-Vac thoroughly clean external casing of ALERT until unit is visibly clear of all debris, dirt, dust and other contaminants.
- DO NOT submerge ALERT in water or allow water ingress directly into the air sampling inlet.
- For guidance on cleaning – refer to the HSE’s [em4 guidance](#) on ‘Class H Vacuum Cleaners’ & read ‘Emptying & Cleaning’ section.

2. BAG:

- Dry unit following clean & pack into clear polythene bag sealing with firm knot and plastic grip tie.

3. DECLARATION OF CLEANLINESS:

- Complete & include the ‘Certificate of Cleanliness’ with returned ALERT unit (see below) or contact service@asbestos-alert.com to request one.

4. BOX:

- Pack cleaned, bagged ALERT in suitable, sturdy cardboard box with ‘Certificate of Cleanliness’ and sufficient packaging to prevent damage in transit.

5. RETURN:

- Send ALERT & Self-Certification Form to: **Service Department**, Alert Technology Ltd, Loribon House, Aspen Way, Yalberton Industrial Estate, Paignton, Devon, UK, TQ4 7QR

6. CONFIRM:

- Send email confirmation of despatch date, courier used & tracking number to ALERT Service Team (service@asbestos-alert.com)

7. RECEIPT OF GOODS:

 Alert will confirm receipt of unit and advise if any damage in transit.

Included in a standard ALERT Service: -

(Carried out by a qualified Engineer from Alert Technology)



1. Internal case clean - metal top plate & underside of the lid.
2. Download of unit data for review (inc: hours used, system messages, system settings)
3. Open & clean the interior of the unit (under metal top plate).
4. Remove & clean the Light Scattering Chamber (LSC) & attached Electronics (PCBs.)
5. Run standardised tests on unit. Compare against historic records.
6. Run airflow tests & adjust units as required.
7. Replace pump if necessary.
8. Replace existing HEPA filter & piping to the pump & recalibrate.
9. Upload latest firmware & software.
10. Run final fibre tests on serviced unit.
11. Provide 'Summary of Works' & new 'Statement of Release' for next 12-months.

ALERT – Annual Serviced Parts	Test	Replace	Cost to replace
Pump	Yes	If necessary	Included in Service
HEPA Filter	Yes	Yes	Included in Service
Consumables	N/A	Yes	Included in Service
Piping	Yes	Yes	Included in Service

EXTRA INFORMATION

Upgrades – Upgrades / or improvements identified by Alert Technology to enhance performance or robustness of the ALERT will be incorporated during service at no additional cost to the customer.

Damage -Any serious damage caused to the ALERT by misuse/ mishandling that requires additional works and/ or replacement of parts (not covered in the annual service package), will be quoted and invoiced separately.

Wear & Tear – During the service assessment, parts not covered by the service that require replacement due to normal wear & tear or damaged will be reported to the customer and quoted for.

Damage in Transit: Returned units received at Alert Technology HO with visible damage will be photographed and shared with the customer for review prior to commencing service works.

PLEASE NOTE: Users should never remove the metal cover plate or try to clean the internal workings of the unit themselves; this should be completed only by a competent, ALERT Technology approved person/s in controlled conditions. The cleaning advice in this document should only be taken as guidance; site, client and or stakeholder specific processes or procedures should take precedent provided they, as a minimum, meet the guidance outset. This guidance does not guarantee the full and complete decontamination of units.

Date of Issue: Oct 2022

Asbestos Alert PRO1000 – Declaration of Cleaning

Certificate of Cleanliness – To be used on the return of ALERT products to the manufacturer or distributor for annual service, repair, or off-hire.

This form must be completed prior to the return of potentially contaminated products to the manufacturer. The certificate once completed should be located within the shipping container so that it is immediately identifiable upon opening the container.

Please note that if no **Certificate of Cleanliness** is included an additional **cleaning charge of £150** will be levied.

Name: _____

Organisation: _____

Date: _____

Declaration:

I _____ declare that the outside of the ALERT PRO1000 unit with Serial No _____ has been thoroughly cleaned with all visible debris, dust and other potential contaminants being removed. The PRO1000 was then safely sealed in the polythene bag and then placed inside the container for shipping, this certificate was then laid on top of the bag safely.

Signed: _____

Date of Issue: Oct 2022