



# Our Maintenance Packages



## Valdivian Package



## Congo Package



## Amazon Package

### Care Kit

When cover is purchased you will receive a JungleClean care kit including multi-purpose tools and cleaning, as well as accessories to help keep your equipment in good order.



### ASS (Annual System Service)

Preventative annual on-site service visit. Deep clean & Sanitize all equipment. Check all equipment is working to standard as delivered. Minor working components replaced to ensure longevity of products. This will be provided 12 months after original installation or 3 months after cover purchased.



### Extended Warranty

12 Months after ASS



### Telephone Support

We provide a telephone line where good advice is only a phone call away. Rhino UK can fix many simple problems over the phone.



### On-Site Support

Provide on-site engineer to repair or replace faulty components at an agreed time, within 7 working days of notification and diagnosis of a fault, subject to availability of parts from its suppliers



Max 3 visits per year



Unlimited

### Water change/ treatment – bubble columns & waterbeds

Clean and treat water in bubble columns and waterbeds. Replaced with de-ionised water and appropriate treatment.



Bubble Column needs water changing every 6 weeks.



On annual visit only. Bubble Column water needs changing every 6 weeks by customer also.



Quarterly

### Room Component Repair Service

Components excluded from cover:  
Bulbs and consumable parts. Breakages due to misuse.

The customer will disconnect the component and package it for collection by courier arranged by Rhino. The item will either be replaced or repaired and shipped back to the customer for reconnection.



On site removal and return of faulty equipment including installation where necessary.



On site removal and return of faulty equipment including re-installation where necessary.

# Terms & Conditions:

What does the maintenance service visit fee not include?

Your maintenance service visit charge does not include any of the following:-

- Replacement of damaged or broken effect wheels.
- Replacement bulb for interactive/data projectors
- Replacement of equipment that has failed due to the product being neglected, abused or misused.
- Replacement of optic fibres other than manufacture default
- Any loss suffered because you are unable to use the sensory room whilst items are being repaired
- Any costs for full replacement of equipment if beyond repair
- Correction of any cosmetic damage that does not affect the operation or safety of the product.

How quickly will my product be fixed once removed?

Repairs take up to 3 weeks to be completed and reinstalled in your centre.

What if my product cannot be fixed?

Although Rhino UK do their best at all times to fix your sensory room equipment, sometimes products are simply beyond repair. Should this occur, we will advise you of a suitable replacement and associated costs. Should your product need replacing a cost will be provided for approval before proceeding. Special discounts will be given for replacements when maintenance contracts have been in place since the original purchase. Repair costs for equipment over 5 years would not be covered under any contract unless specified when the contract is taken.

What if there is no fault?

Rhino reserves the right to charge a minimum callout fee of £175- in cases where problems are incorrectly reported and/or diagnosed by the customer. The callout charge includes the first hour of on-site work, any subsequent time on-site is charged at £50- per hour or a part thereof. Costs apply in England & Wales.

Should I move the sensory equipment to another location other than that stated on my contract will the agreement continue?

No, this agreement is only for the sensory equipment stated at the address where the equipment was installed by Rhino UK.

What if I upgrade my Sensory Room?

Your sensory room equipment will continue to be covered by this maintenance agreement. Any upgraded products added to the room will not be covered unless arranged with Rhino UK.

What if there is sensory equipment which isn't from Rhino UK?

Rhino UK have limited ability to repair items not supplied or installed by Rhino UK. Additional charges will be incurred if repairs are required on non-Rhino products.

Systems outside the Original Warranty period will require examination before cover can be arranged. All support services are provided between 9AM and 5PM Monday to Friday. Special cover may be arranged outside these hours – please contact us for further information.

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