

Rhino UK

Maintenance Packages

2024



Sensory Room Maintenance

Maintenance Services

We want to make sure you get the most out of your sensory space.

With regular inspections, **maintenance**, and a bit of tender loving care, you'll be able to keep your sensory equipment in great working order for a very long time.

To help you take care of your sensory space, we've put together a collection of **tailor-made maintenance packages** specially designed to help you take care of your sensory room.

Our maintenance packages are available as yearly contracts, offering extended warranty, safety checks, and cleaning visits.

We're also proud to offer **one-time room services** for those who might not have the budget to take out a yearly plan.

For more information and prices for our maintenance services, check the next page. And if you have any questions, don't hesitate to **get in touch** with a member of our team.



Maintenance Package Benefits

✔ Extends Your Warranty

All our maintenance packages extend your sensory room warranty, providing you with the assurance that your products are protected and covered.

✔ Budget Friendly

We offer three maintenance packages to suit different needs and budgets, as well as one-time service visits.

✔ Safe & Ready For Play

Our expert maintenance team will thoroughly check your room's wiring and electronics, ensuring the room is safe for play.

✔ Product Training & Advice

We'll provide on-site training and activity advice to help you maximise the benefits of your sensory room.

✔ Peace Of Mind

We'll make sure your sensory room is always up, running and looking it's best.



Maintenance Packages

One-Time System Service

From £350

- Check Functionality of All Equipment
- Check Electrics & Wiring
- Carry Out Basic Repairs
- Preventative Maintenance
- Check Padding for Wear & Tear
- Clean & Change The Water in Bubble Tubes/Bubble Walls

Bronze Package

From £42/month

- Annual System Service
- Extended Warranty (up to five years)
- Telephone Support & Training
- Room Component Repair Service
- One Onsite Support Visit *

Silver Package

From £83/month

- Bi-Annual System Service
- Extended Warranty (up to five years)
- Telephone Support & Training
- Room Component Repair Service
- Two Onsite Support Visits *

Gold Package

From £125/month

- Quarterly System Service
- Extended Warranty (up to five years)
- Telephone Support & Training
- Room Component Repair Service
- Unlimited Onsite Support Visits

*Additional on-site support visits can be arranged at a cost of £150.
Terms & Conditions Apply. For full terms and conditions, get in touch.

Sensory Room Maintenance

Terms & Conditions

Maintenance Package starting prices reflect the price of maintaining a simple sensory room, therefore you may find that the price you are quoted is higher.

Unfortunately we're not able to offer our maintenance packages to all customers, see below the list of exclusions.

Exclusions Include:

- Sensory rooms outside mainland UK
- Interactive Projection or Immersive Reality Rooms

If you do have an immersive sensory room or live outside Mainland UK and require sensory room maintenance support, please **get in touch** with our team as we may be able to offer similar services on an individual basis.

Sensory Rooms in Scotland

Sensory Rooms located in Scotland can be covered by our Maintenance Packages at an additional cost.

Multiple Sensory Rooms

Our Maintenance contracts are designed to cover individual sensory rooms. If you're interested in covering multiple sensory rooms, please **get in touch** with a member of our sensory team.

Interactive Projectors

Interactive Projectors are not covered by our maintenance contracts. If you would like your interactive projector to be serviced by one of our technical assistants, we'll charge an extra £450 fee.

What does the maintenance service visit fee not include?

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

- Replacement of damaged or broken effect wheels
- Replacement bulb for interactive projectors
- Replacement of equipment that has failed due to the product being neglected, abused or misused.
- Replacement of fibre optics, 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 sensory space.

What happens if my product can't be fixed?

Although Rhino UK do their best at all times to fix your sensory room equipment, sometimes products are simply beyond repair. If this occurs, we will advise you of a suitable replacement and associated costs. If your product does 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 initial purchase. Repair costs for equipment over 5 years old would not be covered under any contract unless specified when the contract is taken.

What is there is no fault?

Rhino UK reserves the right to charge a minimum callout fee of £150 in cases where problems are incorrectly reported and/or diagnosed by the customer. Costs apply in England & Wales.

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

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

What if I upgrade my sensory room?

Any original pieces of sensory equipment will continue to be covered by your maintenance agreement. Although, new 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 our sensory team. Additional charges will be incurred if repairs are required on non-Rhino products.

Extra Information

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 more information.