

**SPECIFICATION FOR AERIAL SYSTEM**  
**SERVICING AND MAINTENANCE**

## **SPECIFICATION FOR AERIAL SYSTEM- SERVICING AND MAINTENANCE**

The following sections in conjunction with the Routine Maintenance Schedules (see Schedule 'D' of the Form of Tender) detail the quality and scope of the service provided:

Section 1.00    General Matters

Section 2.00    Aerial System

## **SECTION 1.0 GENERAL MATTERS**

### **1.1 Routine and Responsive Maintenance Generally**

- 1.1.1 This Specification covers all Routine and Responsive Maintenance to the Aerial System within each individual dwelling or the boundaries of each Scheme. The Specification shall be read and interpreted in conjunction with the operations set out in the Routine Maintenance Schedules included in Schedule 'D' of the Form of Tender.
- 1.1.2 Routine Maintenance shall involve the undertaking of the comprehensive servicing/maintenance operations described in this Specification and the Routine Maintenance Schedules in Schedule 'D' of the Form of Tender throughout the duration of the Contract Period at the regular intervals pre-defined by the Client and starting immediately from the Commencement Date.
- 1.1.3 All references to British Standards or other equally approved EEC national standards shall be deemed to mean those current, including all amendments, at the date of tender.
- 1.1.4 From time to time, when instructed by the CA the Service Provider will be required to undertake additional Responsive Maintenance to deal with other adhoc day to day repairs/ maintenance, Emergency Work and Out of Hours Emergency Work.
- 1.1.5 The Service provider will also be required to undertake Responsive Maintenance to deal with the day to day repairs/maintenance, Emergency works and out of hours emergency works to the Association's stock not listed in the Schedule of schemes or Routine Maintenance Schedule 'D'
- 1.1.6 The Service Provider shall ensure that his operatives visits each individual dwelling or Scheme (listed in the Schedule) at the requisite frequency and carry out the specified inspections, maintenance, repairs, tests, certification and any other servicing Works to ensure that all systems, installations, equipment and appliances are maintained in prime condition.
- 1.1.7 At each individual dwelling or scheme visit the Service Provider's operatives shall inspect the Aerial System log book and record all details of the visit and action taken. The Service Provider shall be deemed to have allowed in his tender for provision of a log book as necessary at any Scheme where found to be missing.
- 1.1.8 The Service Provider shall, within the first 3 months after Commencement of the Contract (i.e. at the end of the first servicing period) ensure that each installation and the like at each individual dwelling or scheme has a unique identifiable number.
- 1.1.9 Also within 3 months after Commencement of the Contract, the Service Provider shall provide the CA with a type-written and bound report containing a listing of all Schemes in alphabetical order and indicating against each Scheme, the full name and address of the Scheme; a full positional listing of all systems, installations, equipment, appliances and the like referenced with their uniquely identifying number in accordance with clause 1.1.8 above; the dates when Routine Maintenance has been undertaken and/or is due in respect of each Scheme.

At the same time, the Service Provider may submit to the CA a separate report detailing any specific recommendations with respect to any Scheme.

- 1.1.10 At the completion of each visit, to each Scheme the Service Provider's operatives shall complete clear and explicit service report sheets. The signature of the

Client's relevant scheme manager or other responsible officer shall be obtained as proof of the Works being undertaken and completed. In blocks of flats or similar situations where there is no such dedicated, responsible manager or officer, the Service Provider's operatives shall self certify completion of the Works. In such cases the name of the self certifying operative shall be printed clearly and legibly. Copies of reports are to be forwarded to the CA, together with any recommendations for works not already authorised. If the recommendations include for Works not covered by Rates and Prices in the Contract Documents then a quotation for such shall be included with the service report sheets. The Service Provider shall retain a duplicate copy of all service report sheets.

- 1.1.11 Following any non-routine visit to a Scheme, to undertake Responsive Maintenance, the Service Provider shall also forward a report sheet to the CA detailing the nature of the visit, the authorisation for it and the actions taken.

## 1.2 **Quality**

- 1.2.1 The Client is aiming for an economic, high quality maintenance service with a stable workforce and effective supervision. Cost will therefore be only one element in the overall assessment of tenders.
- 1.2.2 The Works shall be performed in accordance with the Contract Documents and shall be carried out in an efficient and proficient manner.
- 1.2.3 The Client will monitor that the Specification is being met. Any default in performance will be dealt with in accordance with the Contract.
- 1.2.4 The monitoring system will include an inspection of the following:
  - (a) the number and suitability of operatives used;
  - (b) quality of materials used;
  - (c) that the servicing and maintenance procedures used are either as detailed in the Contract or as agreed with the CA;
  - (d) that the frequency and standards of servicing and maintenance are being met;
  - (e) that health and safety requirements are met.

## 1.3 **Equipment and Materials**

- 1.3.1 All equipment and materials required for the performance of the Contract shall be supplied by the Service Provider and shall be approved by the CA. Any alternatives subsequently proposed by the Service Provider must have the prior approval of the CA.
- 1.3.2 All equipment and materials used by the Service Provider to fulfil the Contract shall be suitable for the purpose and where an appropriate British Standard issued by the British Standards Institute, or other EEC nationally approved standard is current, shall as a minimum, be in accordance with that standard.

## 1.4 **Reporting of Defects**

- 1.4.1 The Service Provider shall report in writing any obvious apparent defects in the design, installation and/or operation, to any Aerials system, to the CA and/ or his representative.

- 1.4.2 The Service Provider shall in particular report immediately to the CA any matters that may impact on health and safety issues and where immediate action is required from the Client.

## **SECTION 2.0 AERIAL SYSTEM**

### **2.1 CONTRACT REQUIREMENTS**

The Aerial (IRS) system shall be covered by a Standard type Contract.

Detailed below are the specific requirements. The Contract shall therefore comprise of the following elements:

- 2.2 Routine Maintenance
- 2.3 Responsive Breakdown Call-outs and Emergency Maintenance
- 2.4 Repairs, Replacements and Adjustments

### **2.2 ROUTINE MAINTENANCE**

The minimum requirements for preventative and routine maintenance are to be in accordance with the relevant equipment manufacturer's recommendations.

These are minimum requirements and the maintenance plans and task sheets shall take into account the individual particulars of the Aerial System concerned in terms of their condition, age and type.

The Service Provider shall carry out 1 visit per annum for preventative and routine maintenance on all the Aerial System listed in Schedule of Schemes/Routine Maintenance Schedule 'D'.

The Service Provider shall include for the provision and application of all consumables and minor adjustments within the price for this element of the Contract. All servicing and maintenance necessary to ensure that the operation of the Aerial system is in strict conformity with the requirement of relevant British standard including any subsequent amendments or substitution.

The work shall also include for but not limited to the following activities which are to be undertaken on each service visit.

#### **Checking and Maintenance**

- Inspect the condition of aerial/dish and ensure adequate fixing and cable connection
- Check Aerial/dish alignment and adjust as necessary
- Inspect and ensure adequate fixing of all cabling from aerial/dish to amplifier, multi-switches and outlets
- Check mechanical strength and corrosion of TV aerial, support mast and bracketry of satellite dish, support mast and bracketry
- Inspect catenaries and battening
- Inspect amplification equipment and connections. Adjust if necessary
- Check safety Earth Bond and report
- Check Quattro LNB screw adjustment and adjust as necessary
- Check incoming and output signal level to Headend system, repeater amplifiers and multi switches and adjust/improve as necessary
- Check slope adjustment from Headend system, repeater amplifier and multi switches
- Check electrical supply appears safe and is fed from a fixed spur. Note any deviation
- Check amplifier cases
- Check carrier to noise level from TV aerial/satellite dish
- Randomly test signal in a dwelling, preferably the outlet furthest from the amplifier

All work carried out on site, along with arrival and departure times, are recorded in a log card showing purpose of the visit and briefly work carried out.

It is the Service Provider's responsibility to observe the on-going condition of equipment

with regards to safe and correct operation. The Service Provider shall bring to the attention of the CA any specific areas where periodic checking and adjustment exceeds normal provisions for equipment of the age and type installed.

### **2.3 RESPONSIVE BREAKDOWN CALL OUTS AND EMERGENCY MAINTENANCE**

The Service Provider shall attend to all call outs due to malfunction or breakdown of the Aerial system.

The Service Provider shall include for call-out service and emergency maintenance during the normal working hours between 8am and 5pm Monday-Friday. All such call outs required between the service visits will be chargeable in accordance with the rate detailed in the Form of Tender.

Call outs and repairs required due to mis-use or vandalism must be brought to the immediate attention of the Client and a report issued.

### **2.4 REPAIRS, REPLACEMENT AND ADJUSTMENTS**

The Service Provider shall be responsible for replacing, repair and adjustment of any part of the Aerial (IRS) system should it fail. Any replacement or repairs shall be of a standard equal to the original installation.

During the course of the preventative and routine maintenance visits, the Service Provider shall identify the need to replace and/or repair any item of equipment. Where replacement parts are required, the ordering of such materials and implementation of the necessary works shall be planned to suit the requirements of the building.

Where repairs, replacement and adjustments are required and the works are not covered by the terms of the Contract, separate instructions shall be issued. The basis of costing shall be in accordance with the rates, labour provision and /or schedule of rates detailed in the Form of Tender