

service & maintenance

For a service and maintenance contract that's worth its weight in gold, look no further than Solid State.

With over 30 years' experience in the design, installation and maintenance of fire alarms, voice alarms, nurse call and other life safety systems, we offer a refreshing, cost-effective approach to your after-sales system servicing needs.

Unlike many other nationwide service and maintenance providers, our customers can speak directly to an experienced call-out engineer which often leads to us resolving problems over the phone without the need for an emergency site visit.

With a host of certifications and accreditations to our name, you can rest assured Solid State has the necessary levels of competence and expertise to service and maintain your systems to the required standards.



We currently manage over 300 national, regional and single site contracts for organizations as diverse as Vue Cinemas, for whom we service 55 fire and

voice alarm systems, and Cumberland Infirmary, for whom we service 22 networked fire alarm systems. But that's just the tip of the iceberg.

As a company we pride ourselves on our ability to offer all of our clients, whatever their size, the

same level of support and also on being able to deliver the industry's best value maintenance packages, addressing the requirements, budget and - of course - the appropriate regulations for any site. Testament to this is the large number of unsolicited testimonials we regularly receive and the fact that our maintenance contract renewal rate stands at over 95% per annum.

“ Solid State are dependable, honest, informative, knowledgeable and totally committed to providing a quality service that is cost-effective, timely and in the best interests of the customer. I cannot recommend them highly enough ”.

**Neil Goulding,
Head of Facilities, Empire Cinemas**

For further information and/or a no-obligation quotation please call us on 01257 463018



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SP203 APPROVED

Why choose Solid State as your service and maintenance provider?

PEACE OF MIND

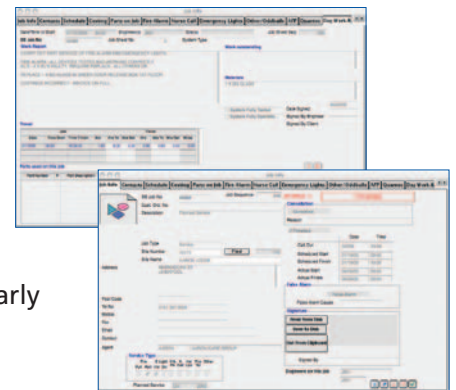
With the Fire Safety Order coming into force this October (2006), it is vitally important that the systems people have in place have been designed, installed, commissioned and maintained to the required standards and that proof - ideally through certification - is available to confirm this. Solid State's status as an NSI Gold Award winner and BAFE Registered Firm allows us to issue appropriate fire certificates and gives building managers peace of mind that we are a reliable, reputable and professional company they can employ to service their systems with confidence.



Graham Bell, Sales Manager, Solid State

ADDED VALUE

As part of our policy of continuous improvement, we recently commissioned a bespoke intelligent database system that gives our maintenance engineers remote 24-7 access to the technical details of all our clients' systems. Over two years in development and costing many thousands of pounds, the system details all reactive and planned maintenance visits, false alarm data and our full range of life safety system components. The system gives our engineers the best possible chance of early fault diagnosis and helps us provide some of the best value maintenance contracts on the market.



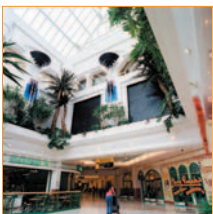
Mike Seary, Service Manager, Solid State

AN OPEN APPROACH

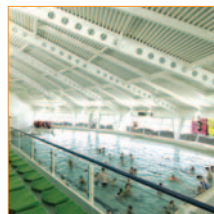
All of the systems Solid State install are 'open protocol'. This means that the owner of the system has complete control over all system modifications and maintenance. As a company, we actively discourage 'closed protocol' systems primarily for their anti-competitive nature and 'whole of life' cost disadvantages. In addition, our engineers do not get paid commission, so you can rest assured they will not carry out unnecessary maintenance work at your expense.



Nigel Thomas, Project Manager, Solid State.



Merryhill Shopping Centre



Crosby Leisure Centre



Manchester Airport



Vue Cinemas



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