Automatic Door and Gate on site service call terms and conditions

This agreement relates to the scope of the work, the methods of the work, the warranty of the work and the payment for the work that you are asking for us to perform.

Prior to scheduling the work, you will need to send an email to jerryb@autodoorandgate.com acknowledging acceptance of these terms and conditions and provide a credit card number to pay for the first minimum charge.

Our current service rates are $125 per hour for 1 man and 1 truck with a 2- hour minimum charge if with- in a 30-minute drive from our office and special equipment will be billed separately.

Our scope of work will be limited to determining if power source feeding the equipment we are servicing or repairing is present and proper and also trouble shooting and repairing the equipment that is not functioning by your definition.

Our service technician will need to be directed to the AC power source for the security gate, overhead door, automatic door or access control equipment and you should share any knowledge of the installation such as manuals, receipts, keys or locations of electrical terminations and or disconnect switches.

Our technician may tell you that your equipment can not be serviced due to age, poor condition, unsafe condition or other reasons.

Our technician may not have some or all of the parts needed to perform the work and will then need to return with your approval a second time and the minimum charges will again apply.

Our normal working hours are 8:00 am to 4:30 pm Monday – Friday. Overtime rates will apply after our normal working hours and days.

Our service warranty will be limited to new equipment, hardware or wires installed relating to the object being serviced.

Our technician may be required to dig around the gate or access control equipment to repair or analyze wires or connection to make the repair and buyer will be responsible for any damage to power or low voltage wires, water lines, communication wires, cable TV wires, internet wires, gas pipes, irrigation pipes, lighting wire or other buried utilities.

Buyer will be responsible for any additional security measures that the buyer requires if the gate, overhead door or automatic door is not usable after our technician has left the jobsite.

All items replaced during the course of the repair will be left on jobsite for buyer’s inspection disposal.

At the completion of the service, if the work has remedied the original problem reported, your credit card will be charged to pay the balance owing including labor, travel, parts and permits.