

# TV & Satellite System Maintenance

Do your users require reliable TV and Satellite signals?

Do you need a dependable maintainer to ensure that the system always delivers perfect signals?

Able offer an exceptional service by drawing on over 12 years' experience designing, building and maintaining TV systems that serve hundreds of dwellings. With its Maintenance Service, Able will not only efficiently repair faults as they occur but, will pro-actively improve your system to reduce the likelihood of future problems. Whatever the cause of the problem may be, you will want to be sure that an experienced team of professionals is ready to respond.

Able's maintenance agreements can cover systems that range in scale from just a handful of users to large scale developments with hundreds of apartments.

## Why Able?

- Calls taken directly by TV experts, who will rapidly diagnose the fault and organise the fastest resolution.
- Able use highly experienced field engineers who take a pride in maintaining a reliable system and achieving high levels of customer satisfaction.
- More than 90% of faults are resolved on the first visit.
- By assigning individual engineers to a site they develop a detailed working knowledge of each system.
- Able's maintenance service is user friendly and flexible, with the emphasis on building good relationships with staff and users.
- Flexible contracts and terms tailored to your individual requirements.

# Flexible Service

- All building types covered, including Residential, Commercial and Hotels.
- Coaxial and Fibre based systems. All manufacturers maintained.
- All contract types: Comprehensive, Preventative and 'As Required'.
- System upgrades to improve reliability, provide more satellites or enhance for Sky Q.

## Typical Comprehensive Contract



Same/Next day response for problems affecting multiple residents/users.



General telephone advice and help for all TV and Satellite related issues.



Repair of all reported faults, including the cost of labour and spare parts.



Six Monthly pre-emptive health checks to maintain, improve and tune system.



## Call Handling Procedure

A key part of Able's service is efficiently receiving and managing calls. Able have a dedicated team who will take calls and manage the entire procedure through to completion.

- 1 An Able consultant takes the call and assesses the problem. Typically, more than half of faults are resolved on this first call.
- 2 As necessary, an engineer site appointment is organized. For urgent issues, the response time will be same or next day.
- 3 An engineer attends site. All engineers are experienced RF system installers and carry a comprehensive set of new spares. Most problems are cleared up on the first visit.
- 4 Any system improvements to increase system reliability are noted and programmed for implementation on the next preventative visit.
- 5 All calls are tracked on a comprehensive ticket system at Able's Head Office.





## About Able

Able is a leading infrastructure provider, specialising in the design, installation and maintenance of high quality structured cabling, RF distribution systems, CCTV and Door Entry & Access Control.

Able's origins are in the City of London, where the requirement for high density cabling and rapid changes impose some of the toughest demands in the industry.

Able now provides the same quality solutions into a broad range of business sectors including banking, insurance, computing, education, energy, local government, defence and housing.




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**“Able IS have for the many years provided an excellent service both in terms of technical knowledge and customer service...When a probelem arises we can rely on an experienced engineer being on site, more often than not, on the day of our call... Able enables us to offer the highest level of management service to our residents.”**

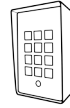
*Wayne Dias - Estate Manager, Albion RIVERSIDE*

## OTHER ABLE SERVICES

Able provide a broad range of integrated infrastructure systems and services for your commercial and residential premises including:



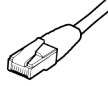
Networking  
& Wi-Fi



Access  
Control



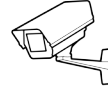
TV  
Distribution



Data Cabling  
& Infrastructure



Data Centre  
Support



Closed Circuit  
TV



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