

Servicing & Maintenance

Gemini technology have over 20 years experience servicing and maintaining their turn-key systems. In recent times we have also taken on service contracts of customers 3rd party equipment to keep them operational.



Vast Experience & Quick response

- Large team of Service Engineers with extensive experience.
- Large team enables us to respond quickly.
- Flexible to respond without prior contract.
- Work on fault until a solution is achieved.
- Detailed Service Reports for customer & GEMINI records.
- Advice on spares and improvements.

Flexibility to Service 3rd Party Systems

- GEMINI have taken over servicing several 3rd party facilities.
- Already resolved many customer faults with these facilities.
- Gemini can reverse engineer control units as circuits and supporting documentation is rarely available.
- Can provide spares list and replacements for discontinued parts.
- Able to provide solutions to known mechanical/electrical problems.



Facility Health Check

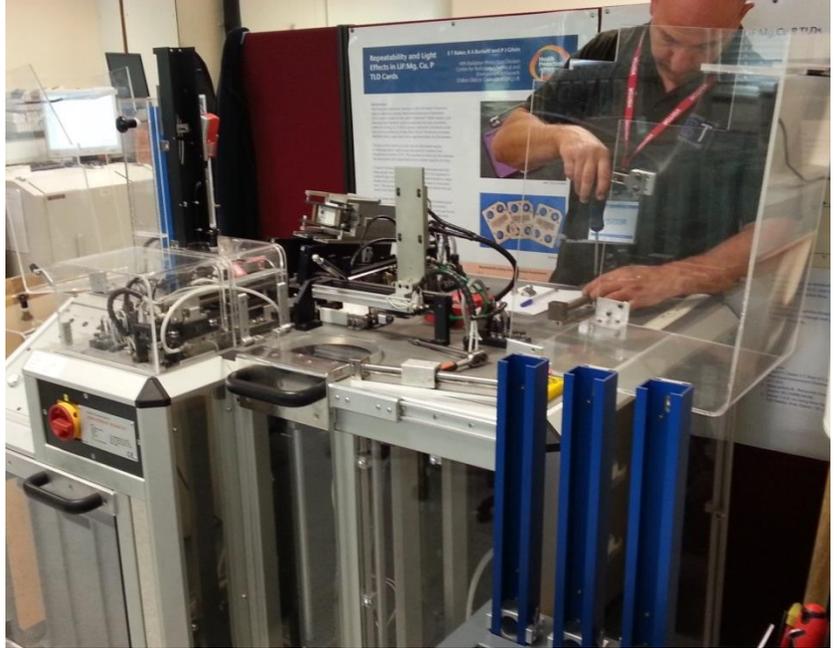
- Free health check to confirm facility meets latest safety standards.
- Advice on upgrade options if required
- Free report of Health Check to provide justification to Purchasing Departments.
- Provide detailed plan of how we can get your machine working back at its optimum.

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Service Contract Options

- Standard UK/Overseas Service Contract
- Premium UK/Overseas Service Contract
- Standard UK/Overseas Call-out Contract
- Premium UK/Overseas Call-out Contract
- Standard/Premium Emergency Call-out rates.
- Bespoke Service contracts to suit you.



Standard Service Contract

- 1 service per year.
- Full day on site for 1-2 engineers.
- Unlimited parts up to £100 to maintain facility.
- 50-100+ point check service report.
- Full system tested and adjusted if necessary to improve performance

Premium Service Contract

- 2 services per year.
- Full day on site for 1-2 engineers.
- Unlimited parts to maintain facility.
- 50-100+ point check service report.
- Full system tested and adjusted if necessary to improve performance

Standard Call-out Contract

- 1 service per year.
- Full day on site for 1-2 engineers.
- Unlimited parts up to £100 to maintain facility.
- 50-100+ point check service report.
- Full system tested and adjusted if necessary to improve performance
- Up to 4 Call-outs per year.
- 48-72 hour on site response to diagnose fault.

Premium Call-out Contract

- 2 services per year.
- Full day on site for 1-2 engineers.
- Unlimited parts to maintain facility.
- 50-100+ point check service report.
- Full system tested and adjusted if necessary to improve performance
- Unlimited Call-outs per year.
- 24 hour on site response to diagnose fault.