

**Pro4 Services**  
**Service Agreement**

Your electrical compliance technician will be: DARREN HULL

**Company Details**

Name of company:

.....

Address for invoicing:

.....

**Contact**

Initial contact person:

.....

Office Telephone	Mobile	Facsimile	Email

Alternate contact person:

.....

Office Telephone	Mobile	Facsimile	Email

**Contracted service**

Pro4 Services has been engaged to provide an *electrical compliance testing service* which includes:

- Initial site assessment
- Testing of electrical equipment and appliances
- Tagging of tested items
- Detailed report on tested items

Locations where the *electrical compliance testing service* will be carried out:

(1).....

(2).....

(3).....

(4).....

### **Calculation of fee payable**

Pro4 Services will individually quote on the work required taking into account the number of items, the number of locations, the time required to complete the work and the level of complexity of the site and/or equipment. The quote will be discussed with the client including how the quote was calculated.

A service fee may apply e.g. in situations where more than one visit is required as items missed in the first call out due to the client not having them ready for testing on the scheduled day. You will be advised if a service fee is chargeable. Multiple visits due to fault or error on the part of the technician will not attract a service fee.

Most quotes will be calculated on a fixed amount per item basis and all quotes will indicate the amount of GST payable. Work can commence once the quote is accepted.

### **Addressing failed items**

Pro4 Services will individually identify failed items, tag them as failed and provide recommendations for redressing the failed status. This may include disposing of the item and replacing it or, in some cases repair to that item to ensure its ongoing compliance. In accordance with AS 3760:2003 Pro4 Services will identify the items which require repair by a Class A electrician – in such cases Pro4 Services can recommend and organise its repair or the customer can utilise their own electrician.

### **Insurance**

Pro4 Services carries Public Liability insurance.

### **Training and Certification**

Pro4 Services' electrical compliance testing technicians are trained to conduct testing and tagging services in accordance with AS 3760:2003 and are subject to satisfactory police and general security clearances.

Pro4 Services will supply written certification of the testing process for your records.

### **Commitment to excellence**

Pro4 Services is committed to quality service provision and appreciates your custom. Pro4 Services undertakes to work fully within the specifications of the Australian Standard 3760:2003. If at any time you have cause to question to standard of the work being provided please do not hesitate to contact the Managing Director. Other independent sources of information and arbitration are Standards Australia and Safe Work SA. A copy of AS 3760:2003 can be obtained from Standards Australia; Pro4 Services can not issue a copy of the standard as its licence agreement forbids distribution.

**Specific schedule of agreement**

Number of items.....(exact / estimate)

Number of locations.....

Quote to complete service:.....

Any other specific conditions:.....

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.....  
.....  
.....

**Agreement**

*Pro4 Services*

Signed.....

Date:.....

Print Name.....

*Client (the person signing this schedule of work must be authorised to do so)*

Signed.....

Date:.....

Print Name.....

Position:.....