

SITE SUPPORT REQUEST FORM

Client Name:

Site Address:

Client Contact Number:

Client Code:

Date Requested:

We will aim to accommodate your request for as close to the required date as possible, however please be aware that during busy times, up to four weeks' notice maybe required prior to any site attendance.

Please read, fill out, sign and return this form as acceptance of the following:

Email: tech-support@johncullenlighting.com **Tel:** 020 7371 9000

Call out Requirements.

Please note that before a JCL engineer can attend site, you must make sure that the following checks are complete.

- All the equipment such as dimmers, cabinets, light fittings and user interfaces are mounted and connected as per the JCL product specification sheets.
- All the lamps are connected for each circuit. Or at least temporary lamps for identification purposes.
- The site has mains power (230VAC).
- Physical access to all locations has been granted and any special site requirements such as ID is requested prior.
- If step ladders or podiums are required to gain access to equipment, then suitable access equipment must be provided.
- All lighting circuits as well as all data and comms cables are clearly labelled, numbered and documented.
- If lighting controls are installed, then a system schematic or installation drawings are expected to be available.
- Any known issues or faulty equipment should be reported prior to the visit to in order to organize the remedial replacements in time.

Call Out Terms & Conditions

- The JCL support engineer is not a certified electrical installer and will therefore not be able to make or alter any electrical connections. If this is expected, then a qualified electrical installer should also be in attendance during this visit at the client's expense.
- Should the reported site issue be due to reasons beyond our control (such as not following installation or application instructions) then the following call out charges will apply.
- In the unlikely event that the site issue(s) are JCL product related, then these call out charges will be waived within the warranty period. Please note that JCL shall under no circumstances be liable to any direct or consequential costs (John Cullen Terms and Conditions of Supply apply, see [website](#)).

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Call Out Charges

All site support visits will have a fixed call out charge followed by an hourly support rate from arrival on site, see table below.

Zone	Description	Call Out charge *	Travel/Accommodation costs**
1	London	£100 call out + £50 p.hr. from arrival on site	All Inclusive
2	London Surrounding Counties	£150 call out + £50 p.hr. from arrival on site	All Inclusive
3	Rest of UK	£200 call out + £50 p.hr. from arrival on site	All charges passed on at cost
4	Europe	£500 call out + £50 p.hr. from arrival on site	All charges passed on at cost

*Notes:

- The above call out charges are for standard weekdays and hours (08:00 –16:00)
- (Inter) national and Bank holidays are excluded
- Additional out of hours support rates will be quoted on request
- Congestion Charge (if applicable)

Payment Terms

On completion of the work shall be deemed to have taken place when such work as described in the proposal has been carried out. At this stage full payment of the fee shall become due. Invoices will be raised by John Cullen Lighting Ltd work is completed. Payment terms are strictly 7 days from the date of the invoice unless agreed beforehand.

Acceptance & Approval

By signing this form, I agree to accept the above site attendance requirements. Furthermore, I will accept the call out charges and related terms and conditions as set out in this form.

Customer (Authorised) Name:

Customer (Authorised) Signature:

Office Approval: