

Rubb Service

Rubb stands behind its buildings. We'll be there when you need us, for the lifetime of your building. With your Rubb building, you gain the best life-cycle value in the market. For any needs that arise we offer a first-class Service Department.

A customised approach to your Service Plan

Rubb Buildings Ltd's comprehensive Service Plan has been developed based on a full assessment of specific building needs. Before recommending a service program, we'll conduct an in-depth review of your building. Our modular and flexible contracts can also cover your facility's mechanical, temperature control and security, should you wish to use our experienced contractors, who are experts in their respective fields. Let Rubb Buildings Ltd put you in touch with the right people, at the right time, saving you time and money.

Rubb Responsive Care Service

Rubb offers a very popular responsive care programme whereby a service technician will be scheduled to visit and inspect (and if needed make minor repairs to) your building.



Rubb Service Plan

Rubb Buildings Ltd's industry Rubb Service Plan is perfect to monitor and ensure the continued operational integrity of your fabric building.



Rubb Building Improvements

If required Rubb can offer advice on improving, adapting and upgrading your Rubb building. We aim to stay ahead of time by offering premium upgrades to our building solutions.



Rubb Cleaning Service

Rubb can provide a professional building cleaning service for any Rubb structure. This service aims to refresh your facility, increasing the building's life-cycle.



Extend the life cycle of your building with a Rubb Service Plan

As you've invested in a Rubb Building System, we wish to ensure your building remains fit for use and continues to fulfil your requirements. However, without ongoing maintenance checks and minor repairs, your building can become compromised, resulting in both performance, reliability and in some instances safety issues that can become costly if not addressed in a timely manner.

A Rubb Service Plan provides an ongoing commitment, to ensure your asset remains in prime condition throughout its deployed or installed life cycle.

A Rubb Buildings Service Plan inspection will comprise of the following:

- Priority service call-out service within 48 hours for emergencies when required
- Annual inspection
- Full property inspection
- Undertake routine maintenance tasks
- Detailed property report (preventive maintenance)
- Discount on labour, parts and materials (up to 20%)
- Discount on all plant and machinery (up to 20%)



What will our experienced Rubb engineer do during his Service Plan site inspection?

A Rubb Service Plan inspection will comprise, but not be limited to, the following:

- Check all foundation anchors are in place and secure and adjust as required
- Visually check that all steel elements are secure and fit for purpose
- Visually inspect the structure for loose bolts and fixings and re-tighten where necessary
- Check all main and secondary bracing systems and adjust where necessary
- Visually check that all fabric anchors are in place and secure and adjust where necessary
- Visually inspect all PVC cladding fabric and welds where possible, perform minor on-site repairs as required (same day repairs)
- Carry out other (one-man) minor repairs (same day repairs)
- Provide a written report of the inspection, thus complying with the latest H&S Directives regarding maintenance in the workplace
- Provide a Property Log Book showing the servicing history for building insurance purposes

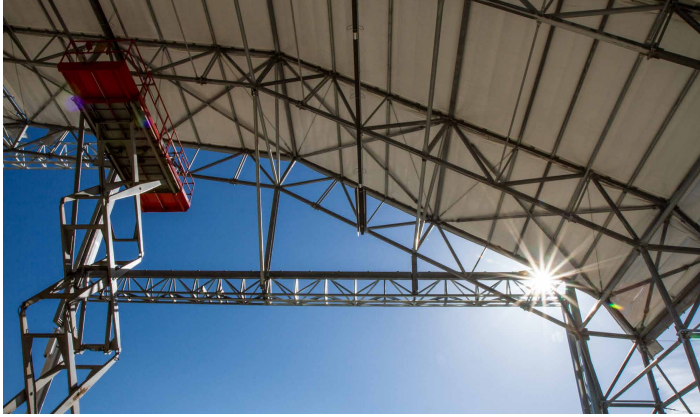
*All visual inspections are carried out, as far as reasonably practical, from ground level only and without the use of plant or machinery unless specified.

Health and Safety Matters

What is a recommended maintenance requirement?

These are maintenance activities that we recommend for your building based upon Rubb quality standards and approved code of practices relating to various Health and Safety legislation.

To maintain our integrity and duty of care as the supplier of our products, in accordance with the Health and Safety at Work Act 1974 (HASAWA74), we will provide recommendations regarding items that require immediate attention and rectification, if and where necessary. This will assist our clients to fulfil their own obligations as employers, or custodians of property, ensuring compliance with the various H&S Legislation, including HASAWA74, and Workplace (Health, Safety and Welfare) Regulations 1992 (Workplace Regs).



Pricing Considerations

We will calculate your premiums on an individual basis and the associated cost of the agreement plan will depend on your location and building size.

Call Henry Robinson-Moore at Rubb Buildings Ltd on (0191) 482 2211 to request a quote or to book in a Rubb Service Plan site visit.

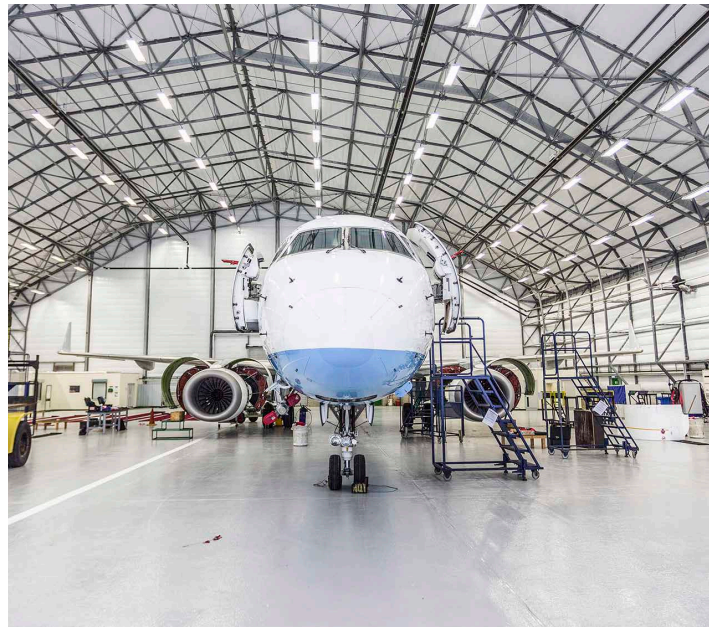
Building Improvement / Modernisation Service

Improving, upgrading and modernisation of your Rubb building

At Rubb Buildings Ltd we aim to stay ahead of industry trends by offering premium upgrades to our building solutions. We are always looking for new ways to make our building solutions more economical, efficient and effective. Rubb building accessories are of premium quality.

- Thermohall® insulation system*
- Full and part structure PVC re-sheets
- Lighting upgrades
- Advanced door and entry systems
- Signage on building
- HVAC / climate control / dehumidification
- Building relocation

**Dependent on original design*




Question and Answers


Explore some of our frequently asked questions and answers to learn more about Rubb Service Plans:

 How many service appointments will I receive per annum?

One service appointment per annum is allowed

 Can I take out a Service Plan if the Rubb Building is located outside of Great Britain?

We will take your location into consideration when setting premiums for your Rubb Service Plan

 What is classed as a minor repair?


Repair of holes/tears in the PVC. Replacement of missing/broken small component items that can be carried out on the same day.

 Can I take out a Rubb Service Plan on my new Rubb Building?


Yes, we offer 5, 10 and 20-year Service Plans on all new builds, giving you peace of mind while leaving the maintenance to the Rubb professionals.

 Do you include plant and machinery within the service plan premium?

Any plant required would be at an additional cost outside of your Rubb Service Plan, but at discounted rates

 What type of things will the engineer do on a site visit?

We will visually inspect all aspects of the building, re-tension and carry out minor repairs where required, thus ensuring maximum building performance, which will help to extend the life cycle of the building and protect your valuable asset.

 Do you cover the inspection of HVAC and electrical services under the Rubb Service Plan?

No assessment will be undertaken by our engineer, however we can facilitate an assessment and repairs where required through our experienced sub-contractor network of experienced engineers, who are experts in dealing with the full range of Rubb buildings.

Service Terms and Conditions (subject to individual contract)

Each agreement is made between Rubb Buildings Ltd (hereinafter called "The Company") and The Customer. The Company agrees to service the Rubb building/s specified, subject to the following sample terms and conditions:

- The Customer agrees to give all reasonable assistance to The Company's representative and in particular will ensure and allow him to satisfy himself that the conditions in which he will be working will be safe.
- This agreement is for an initial period of twelve months and will remain in force thereafter until terminated in any of the following cases:
 - By either party giving twenty-eight days written notice to the other*
 - By either party forthwith, for failure of the other to remedy a breach hereof, after receipt of reasonable notice requiring it to do so.*
- The Company's representative will make annual service visits in each period of twelve calendar months from the date hereof, until this agreement is cancelled.
- The Rubb Service Plan is payable in one instalment before the completion of the first Rubb Service Plan visit. This agreement covers routine maintenance and the labour required for all same day repairs and the replacement of consumable parts only. At the discretion of The Company's representative, non-consumable parts easily fitted, or same day repairs during his visit, will be fitted at no additional labour cost.
- The cost of additional component parts, materials and plant machinery necessary to repair the building/s (outside of the same day repair and replacement remit) will be additional to the maintenance charge, and will be supplied and invoiced at list price, less 15%, or separately from the charge for this agreement as appropriate. A further discount will be given on all labour costs, reducing the hourly rate from £75.00 to £60.00 per hour.
- The Company reserves the right to suspend all cover under this agreement if any monies due to The Company, whether in connection with this agreement or not, are overdue under The Company's terms and conditions of sale, which shall prevail in all matters relating to this agreement.
- For any request or agreement by a representative of The Customer for chargeable work, in excess of that covered by this agreement, to be carried out during a service visit hereunder, that is deemed necessary in order to keep the Rubb building/s to a satisfactory state of repair, The Company will submit a cost estimate based on current hourly rates, less % discount rates for components, materials and plant machinery as agreed under the Rubb Service Plan agreement. Such costs, if agreed by The Customer will be additional to the annual maintenance charge and will be quoted for separately with any applied discount rates applicable.
- The Company agrees to provide a priority service agreement of 72 hours for emergency callout repairs where practical, which will be deemed as a chargeable event whilst discounted under this agreement.
- To the extent permitted by law, The Company shall not be responsible (whether in Contract or in Tort) for any direct or consequential loss damage or injury caused by any act or omission of The Company or its representatives or otherwise.
- The Company will use its best endeavour to service or maintain the building/s at the agreed intervals, however The Company shall not be liable for any direct loss or for any loss of profits or loss of business or other consequential loss caused by The Company's

delay in servicing or maintaining the said building/s.

- The terms set out herein shall form the entire Maintenance Agreement between The Company and The Customer and shall not be varied by the terms and conditions of any order submitted by The Customer for the repair and maintenance of the equipment, nor shall The Company be bound by any representation of any of its representatives as to the effect of these terms and conditions or as to the subject matter of the contract generally, unless such representation has been confirmed in writing by a Director of The Company.
- This agreement is governed in all respects by The Law of England.
- The prices do not allow for any time incurred due to site inductions, restrictions in access or any other delays incurred due to circumstances outside of The Company's control. In the event of such delays labour and plant charges will be applicable. Prices under both plans exclude VAT. For long-term service contracts, the customer agrees that Rubb may increase its rates due to inflation. This agreement applies to Rubb manufactured buildings and shelters only and not to accessories such as M&E services, insulation systems, gutters, foundations, doors, or any other item that is not classed as building or shelter framework and PVC fabric covering. For the Rubb Service Plan, we will invoice annually with the first invoice occurring at the time of the first service visit.
- If site inductions are necessary, please inform Rubb Buildings Ltd prior to acceptance of any quotation or Service Plan Agreement.

Rubb Safety

The health and safety of our employees and everyone associated with our business is paramount to all processes at Rubb Buildings Ltd. Our aim is to raise health and safety standards and reduce risks and accidents.

We want to protect our colleagues, people in our supply chain and our customers and have implemented ongoing safety programmes, including regular health and safety risk assessments and external health and safety audits.

At Rubb we are focussed on:

Building Safety Standards

The initiative will focus on meeting, maintaining and improving H&S standards at Rubb's plant in Gateshead and on site. Rubb has Safe Contractor status and CHAS accreditation.

Building on Safety Experience

Analysing past experiences to improve on successes and provide new solutions.

Building Safety Systems

Working to enhance and improve current systems to ensure they facilitate and promote the Building Safety concept.

Building Safety Commitment

Managers will take the lead on the commitment to Building Safety and encourage staff to prioritise activities to support Building Safety Knowledge and Skills: It will look at labour practices and facilitate additional training and development for all staff.

Building Safety Engagement

Engagement with all stakeholders.

Building Safety Track Record

Tracking and monitoring experiences through regular updates, meetings, focus groups and education sessions.





Rubb Buildings Ltd
Dukesway
Team Valley Trading Estate
Gateshead
Tyne & Wear
NE11 0QE

E: info@rubbuk.com
T: +44 191 482 2211
www.rubbuk.com

excellence in engineering