

**Client Information** Please direct further enquiries to your Rompa® representative

## Aftercare and Support Service

### What is provided

A qualified Rompa® engineer will provide you with 2 visits to your Snoezelen® Room, this will be within the dates specified in your agreement period. During these visits Rompa® shall provide the following services, when applicable:

- Refresher training on equipment (supplied by Rompa®)
- Replacement of fuses/bulbs (where necessary)
- Cleaning of Sensory Equipment (subject to onsite procedures)
- Emptying and cleaning of water based products (where routine maintenance by customer is up to date)
- Basic Health & Safety Review (Sensory products only)
- Potential Improvement Advice
- Full service report on completion

### How much it costs

Contact us for a quote based on your bespoke Rompa® or Snoezelen® environment.

### How to access support

Starts 12 months after installation, for a period of 1 year. You can renew our aftercare and support service yearly, until your equipment reaches 5 years old.

### Technical queries

Telephone support is included for any technical queries you may have.

### How to arrange a visit

The visits will be arranged at your request, within the agreement period, for a date mutually agreed and at our earliest opportunity.

### Service Care Terms and Conditions

- You must carry out routine maintenance as required as detailed in the product instructions.
- Where equipment contains water, the water should be changed around every six weeks for hygiene and aesthetic reasons.
- Equipment to be used as per the product instructions.
- Sensory room users are to be supervised by a member of staff or responsible adult at all times.
- No sharp objects should be allowed near the equipment.
- Replacement parts are chargeable.
- Does not cover accidental damage.
- If parts become obsolete, this does not lead to the replacement of the product.
- If we are unable to repair a product on site, we will bring it back to Rompa®. The repair may take up to 3 weeks.
- We cannot service or repair any products not supplied by Rompa®