

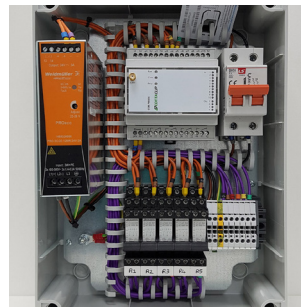
# Dura Pump GSM Alert System

THE DURA PUMP ALERT SYSTEM ALLOWS MONITORING OF YOUR SITES REMOTELY. IT WILL SEND A MESSAGE VIA TEXT OR EMAIL IF AN ALARM, FAULT OR WARNING IS TRIGGERED ON THE SYSTEM.

The Dura Pump Alert system is a telemetry unit which sends a message to a maximum of 8 mobile numbers or email addresses each time an alarm, fault or warning is triggered.

The key benefit of this is that it provides early warning before pump failure or possible flooding. It is best suited to monitoring remote or multiple sites, taking away the need for regular on-site checks.

The system is programmed to send a text or email, upon receiving a trigger such as loss of power, tripped pump, high level or a regular "all ok". It can be programmed to suit your own site needs.



COST SAVING  
CONSULTATIONS



EXCEPTIONAL  
SERVICE STANDARD



ENERGY SAVING  
SOLUTIONS

## Sim card coverage

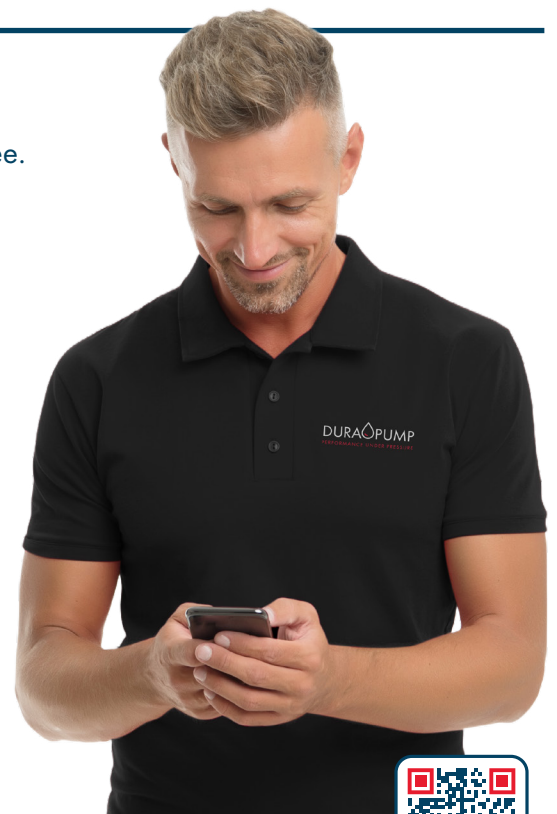
To operate, a sim card is required. Dura Pump's preferred provider is Three. The annual cost depends on if you are monitoring yourself/if we are monitoring for you, the number of sites the system is installed on and the quantity of mobile numbers or emails programmed into the system.

It is important that the mobile signal strength is checked at the location where the system is to be installed, although we can install uprated aerials if required.

If you visit [www.signalchecker.co.uk](http://www.signalchecker.co.uk), you can find out the best coverage in the area where your site is situated.

## Cost

The Dura Pump Alert system has two levels of service, standard and enhanced.



## Standard and enhanced service

### Standard

We will provide an annual contract sim which will enable the system to message up to 8 mobile numbers or email addresses.

This is our entry level offer and provides you with an early warning system that you will be required to monitor yourself.

The cost is £180 per year per pump station/site.

### Enhanced

We will provide an annual contract sim which will enable the system to message up to 8 mobile numbers or email addresses.

This is our enhanced offer where we will monitor the system for you. You can also make up to two changes/updates to your chosen 8 numbers or e mail addresses (where this can be established remotely).

The cost of the enhanced service is set out in the table below.

Number of pump stations/sites	Annual cost per alert systems (excluded VAT)
1	£550
2	£475
3	£395
4	£330
5+	£275



**durapump.co.uk**  
**T: 01604 648 800**

### OUR SERVICES



Pump Repairs



Installation & Commission



Energy Savings



System Building



Maintenance Packages



Pump Supply

## The Dura Pump Alert system response action

Message	Message Details	Urgency	Level 1 - Standard	Level 2 - Enhanced
Pump 1 or 2 tripped.	The pump stated has tripped.	If only one of the pumps, site attendance from an engineer is required within 48 hours. If both pumps have tripped, it is urgent and attendance is required within 3 to 4 hours.	Customer to inspect their site and contact Dura Pump	Dura Pump will contact the customer to arrange for an engineer to visit within 48 hours or as urgency requires.
Pump 1 or 2 trip reset.	The pump trip has been reset.	No action is required.	Notification of fault rectified will be sent.	Notification of fault rectified will be sent.
Pump station lost power.	The power has gone off to the pump station or has been turned off.	Before calling an engineer, check why there is no power. Turn power back on.	Customer to check site to see why there is a loss of power. Restore power.	Dura Pump will contact the customer to establish why there is a loss of power and dispatch engineer if required.
Pump station powered up.	Power has been returned to the pump station after being turned off.	No action required.	Notification of fault rectified will be sent.	Notification of fault rectified will be sent.
Pumps 1 or 2 run for more than 2 hours.	The pump has been running excessively.	If only one of the pumps has messaged, you can ignore. If both pumps have messaged, you must request an engineer to attend site. Engineer to attend site within approx. 5 days.	Customer to monitor their site. If this re-occurs, contact Dura Pump to discuss.	Dura Pump will contact the customer to arrange a site visit for an engineer to visit and check system.
High level alarm	Pump station is reaching full level.	<p>Check the control panel: Have the pumps tripped? Is the power on and; are the pumps still set in auto? Is there any other sign of a fault in the panel? Reset system.</p> <p>If the alarm still sounds, call engineer. Attendance required within 3-8 hours depending on usage of the property.</p> <p>May require a tanker to empty pit, engineers/call support will advise if required.</p>	Customer to check control panel and contact Dura Pump.	Dura Pump will advise the customer and arrange for an engineer and/or tanker to visit to rectify the fault.

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