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**ATG ACCESS**  
PROTECTING WHAT MATTERS

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**Customer Details:**  
The City of Edinburgh Council  
Payments & Procurement Svs Finance  
Edinburgh EH8 8WR  
Contact: [Redacted]  
Tel: [Redacted]

**Service Site:**  
Grassmarket EAST - Entry 3xVP200  
Grassmarket with West Bow  
Edinburgh EH1 2HH

Date: 10/06/24  
Time: 15:02

Workshop Repair Order SC2300459

|                     |                                                                                               |                                                                                                                                     |
|---------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Contact: [Redacted] | Service Terms: Full Payment<br>Cust's Problem: Auto Service<br>Malfunction Desc.: PM Contract | Serial Number: PJ800420/03<br>Payment Terms: 13331<br>Part Description: VP200 Single Dir TOPAS Triple T<br>Customer Number: A005182 |
|---------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|

**Reason for Call:**  
Planned Maintenance in accordance with SA2100141  
Original schedule date week commencing 12/02/24  
To be completed within four weeks of this date

**Service Activity:**  
SYSTEM HAS NOW BEEN OUT OF OPERATION FOR TWO YEARS.

- Bollard #1 hoses had split and we were unable to pull new hoses as they got jammed within the duct work.
- This has been a common issue when pulling hoses due to the inadequate duct work installed by civils company.
- Customer has been trying to organise the installation of new individual duct work for a long period of time now.
- Pumps were all replaced over a year ago as a followup to a previous ppm visit. I did not connect the hoses to new pumps as the i was under the impression the duct work rectification would be imminent.
- Due to all of the above i was unable to complete a full service.
- Also due to the amount of time this system has not bee operational ATG should not replace any parts as it doesn't look like the duct work will be rectified anytime soon.
- ATG will quote to both remove some block work and expose the ductwork free the jammed hoses and pull in new ones.
- ATG will also replace baskets as they will have incurred significant wear.

Signature: