



AUDIENCE SYSTEMS  
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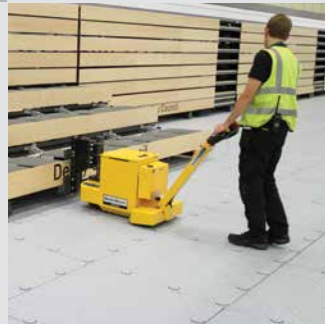
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# AUDIENCE SYSTEMS

AFTER SALES: SERVICING, PARTS, REFURBISHMENT & UPGRADES



## WELCOME

A warm welcome from our after sales team!

Audience Systems is dedicated to looking after our customers, for the lifetime of their seating.

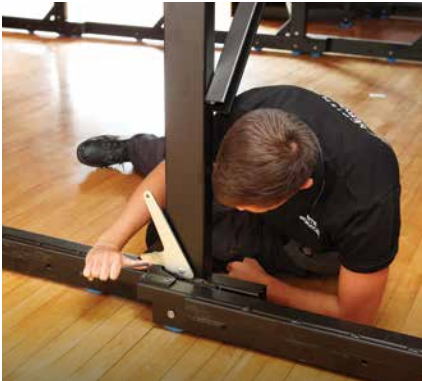
Our after sales team consists of a dedicated team of 7 people in the office, plus a pool of 17 site engineers. Between them they provide annual servicing, call-outs, parts, upgrades and refurbishments.

Even if your seating was not manufactured by us, we can provide a wide range of services to keep your seating in the very best condition.

Call us today on +44 (0)1373 865050 to find out more!







## ANNUAL SERVICING

We design and manufacture our seating for a long life with low maintenance; however an annual service is essential, particularly for retractable seating systems.

An annual inspection will identify any potentially dangerous damage, and keep the system running smoothly and reliably for years to come.

### The regulations

In the UK, your retractable seating is covered by **PUWER** regulations. These state that any equipment operated by your staff should be in efficient working order. It should be regularly inspected by a competent person, and records should be kept of those inspections.

Your insurers and/or local authority may also require evidence that your seating is safe and well-maintained.

### What we offer

You can choose to book your services each year, or you can save money with one of our fixed price packages.

Our comprehensive annual services include:

- A full inspection and service
- Adjustment and lubrication
- Replacement of small parts
- Advice on maintenance
- Detailed report
- Certificate of inspection (once any safety-critical work has been carried out)
- Reminder when your next service is due



## EMERGENCY CALL-OUT

Our customers benefit from the peace of mind of knowing that our after sales team are on call 7 days a week.

## PARTS

We provide genuine replacement parts for Audience Systems' seating, and can usually replace parts for other manufacturers' seating too.

## TRAINING

Retractable seating must **only** be operated by trained personnel, and we always provide training when a new system is handed over. However, if any additional or refresher training is required, our after sales team is here to help, with manufacturer-certified sessions held at your venue.



## OPERATIONAL

We can upgrade retractable systems with features to decrease changeover times, smooth operation, and increase flexibility. These include:

### Power operation

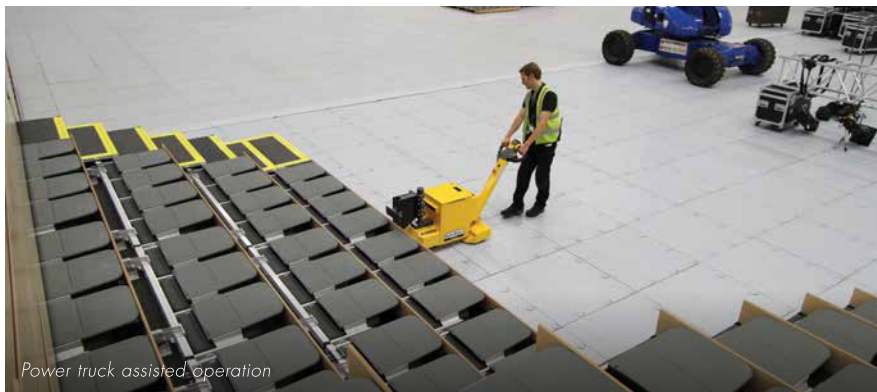
Platforms will be fitted with a motorised drive system, operated via push button control.

### Power truck assisted operation

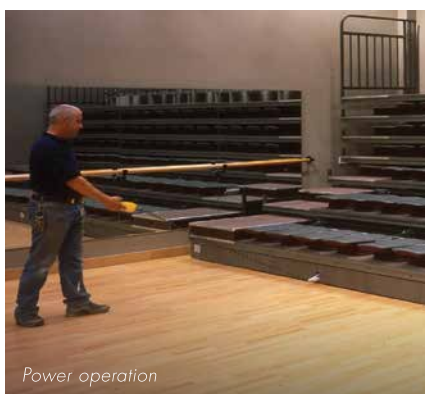
The retractable system will be modified to accept a power truck for easy opening and closing.

### Partial opening

The seating unit will be fitted with a system which allows it to be "partially opened" and safely locked into place in one or more positions.



Power truck assisted operation



Power operation

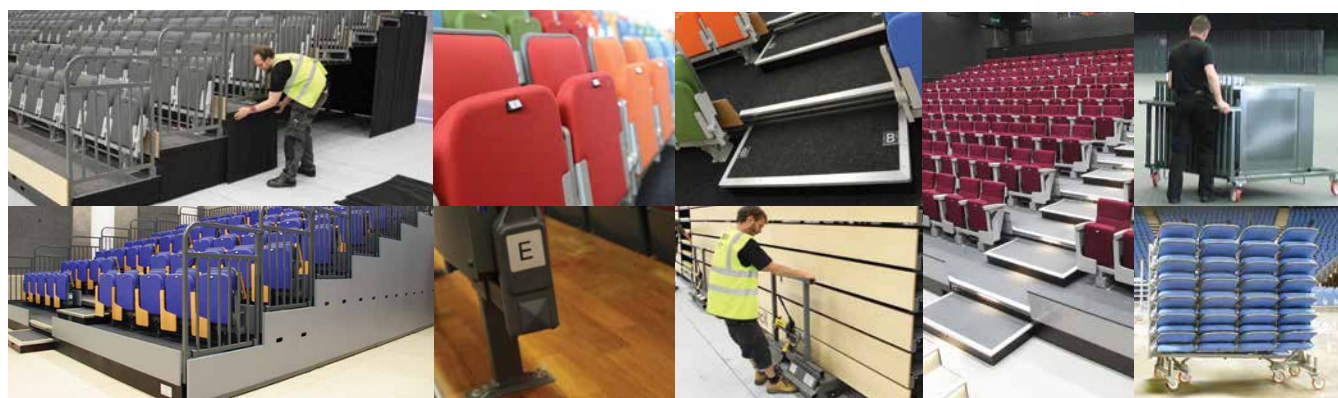


Partial opening

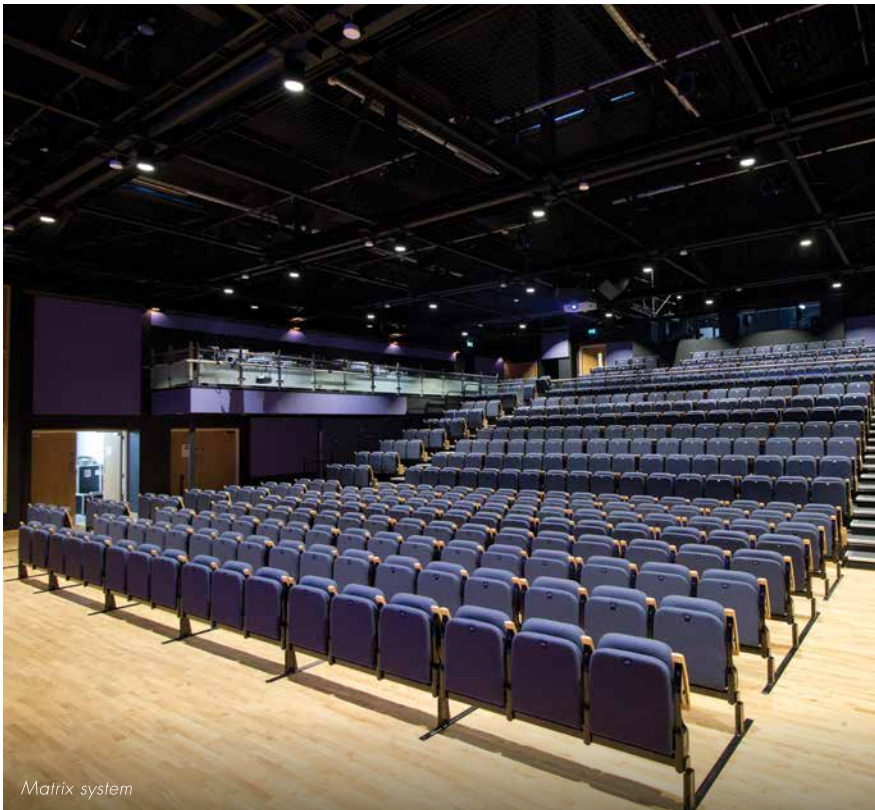
## ANCILLARIES

Our after sales team can supply a wide selection of items to enhance your seating including:

- Drapes and panels to safely mask understructure
- Letters, numbers and plaques
- Hydraulic trucks for moving mobile systems
- Aisle illumination
- Gas dampers to aid the raising and lowering of chairs
- Trolleys for rails, matrix system and stacking chairs







Matrix system

## EXTRA SEATING & STAGING

### Matrix system

Add capacity in front of your retractable seating, or create a whole new seating area, with our clever Matrix system. Matrix consists of groups of chairs which slot into special floorbars. It requires no floor fixings, creates long, straight rows with plenty of space and legroom, and is quick and easy to stack and store on specially designed trolleys.

### Venue chairs

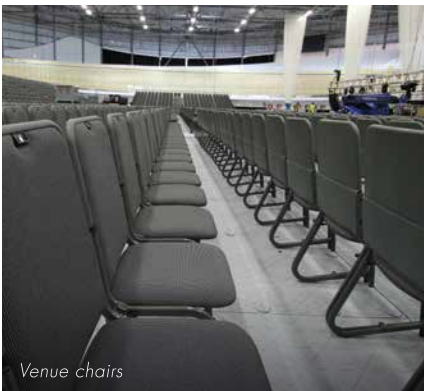
Stacking, linking and folding chairs are a flexible solution for flat floor areas. All models can be stored and transported on trolleys.

### Extra front row

Many retractable systems can be fitted with an extra row of chairs on the front riser, providing instant extra capacity.

### Staging

Our modular staging systems are some of the most durable on the market. Create stages, tiering or rostra. Options include height adjustable models, scissor leg designs, motorised systems, and models which lift effortlessly into place using hydraulic power. See our staging brochure for more details.



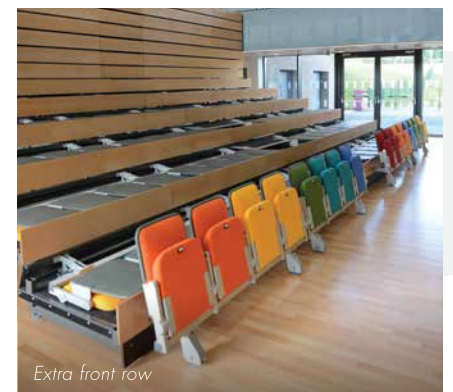
Venue chairs



Venue chair trolleys



Staging



Extra front row



The years can take their toll on your seating, and we can offer completely bespoke refurbishment packages which will make it look as good as new.

### **Retractable platforms**

We can give your retractable platforms a new lease of life, with new deckboards, carpets, steps or trims, or fresh powdercoat on your rails. We'll also replace or recondition mechanical elements if required.

### **Chairs**

We can remove and reupholster your existing chairs, or replace them if appropriate. We don't just re-condition

auditorium seating – our professional team of upholsterers can also revive your classroom, reception or office seating.

### **Cleaning**

We also offer a professional upholstery cleaning service for both chairs and carpets.





*“ From start to finish the entire process was seamless, from the initial sales visit to the timely installation by extremely efficient and pleasant engineers.*

*The end result looks amazing and we are very proud to showcase our theatre and see people get the ‘wow’ factor as soon as they walk through the doors. I would highly recommend Audience Systems to any organisation considering a new installation or refurbishment. ”*

**Laura Evans, Business Manager, King Edward VII College**