



SERVICING, PARTS AND REFURBISHMENT

- Annual Servicing and Maintenance
- Fixed Price Service Contracts
- "Good-As-New" Refurbishment Service
- Replacement Parts
- Emergency Call Out
- Upholstery and Cleaning Services

Why Service Your Seating?

Audience Systems designs its seating systems for a long life with low maintenance. However, no matter how sturdy your seating system, it should still be regularly inspected and maintained by a professional servicing engineer.

Benefits of Regular Servicing

- Help you to identify and rectify potentially dangerous damage, which is not always obvious – for example to handrails or telescopic understructure.
- Assist you in fulfilling your legal obligations under PUWER regulations.
- Provide you with a certificate of inspection to help you obtain relevant insurance and licences.
- Reassure you that you have done everything possible to ensure the safety of your staff and audience.



► In the UK, retractable seating is covered by the Provision and Use of Working Equipment (PUWER) Regulations.

Any equipment operated by your staff should be kept in efficient working order and regularly inspected by a competent person, with records kept of these inspections.



Annual Servicing

Audience Systems offers a comprehensive annual servicing package for both our own and other manufacturers' seating systems.

Our package includes:

- A full yearly inspection and service.
- Replacement of small parts.
- Expert advice on maintenance and regulation.
- Reminder when your service is due.
- Emergency call-out.
- Fixed-price extended contracts if required.

Parts

We offer genuine replacement parts for Audience Systems' seating and can also provide parts for other manufacturers' products. Replacement of small parts and lubricants is included in our annual inspection, when we will also advise you if any additional work is required.

Emergency Call Out

In case of unexpected problems, we are on call to our customers 24 hours per day.



What Can You Do?

There are a few things you can do to ensure your seating is kept in the very best condition:

Train Your Staff

Telescopic platforms should only be opened and closed by trained operatives. Audience Systems can offer full training.

Write a Checklist

This will help you eliminate the most common causes of damage. Before you retract a telescopic system, check for litter around the seats and obstructions below the platforms, and make sure all ancillary items such as rails and infills have been removed.

Perform Regular Checks

You should check your chairs once a week for damage, especially to support brackets and linkages.



Refurbishment

Our team can make your existing seating look as good as new. You'll be surprised what we can achieve!

For retractable systems, our refurbishment may include reupholstering or replacing chairs, changing carpets or deckboards, fitting new fascias or freshening up your rails with new powder coat. We'll also replace or recondition mechanical components where needed.

Upholstery

We employ a full-time team of professional upholsterers who can upholster and recondition any item from auditorium seating to the chairs in your office, classroom or reception area.

Cleaning

We offer a complete industrial cleaning service for both chairs and carpets. This would normally coincide with your annual maintenance inspection.



Before



After



Before



After

Audience Systems' Service and Spares Department can help you adapt or upgrade your seating once it has been installed. The following pages show just a selection of the upgrades and accessories available; please contact us to discuss any further requirements.

Upgrades for Retractable Seating Systems

- 1. Power Operation**
Friction drive system with detachable or wireless hand controller, to assist with opening and closing. A full specification is available on request.
- 2. Partial Opening System**
Allows the operator to open a set number of platforms, leaving the rest of the system locked closed.
- 3. Side Drapes and Panels**
Ideal for disguising telescopic understructure, these also prevent access below the platforms.
- 4. Aisle Letters**
Fitted to the riser or tread of each aisle step to aid audience orientation.
- 5. Aisle Illumination**
A choice of systems to enhance audience safety, including photoluminescent and LED stair nosings.
- 6. Extra Row of Seating**
This can be added in front of the retractable platforms to increase the overall seating capacity.
- 7. Hydraulic Trucks**
Used in pairs to lift mobile telescopic units and move them to their stored position.
- 8. Air Hover**
A retrofit package to allow mobile retractable units to be transported with air hover trucks.
- 9. Trolleys**
For storing ancillary items such as rails and aisle infill panels.



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Upgrades to Chairs

10. Chair Covers

Used to upgrade plastic chairs to an upholstered specification. The covers fit snugly around the chair back and seat, and are fixed in place with Velcro.

11. Gas Dampers

Fitted to the chair fold down mechanism on a telescopic platform system to aid the raising and lowering of the chairs.

12. Seat Numbers / Row Letters

Available in various forms to suit different chair types.

13. Sponsor's Plaque

Brass plaques displaying a sponsor's name or logo.

Extra Seating and Staging



14. Matrix System

Audience Systems' totally unique seating solution for flat floor areas, which uses a system of removable floor bars to form straight, sturdy rows of chairs. The system is quick and easy to assemble and can be stored and transported on trolleys. Can be used to create a single row of chairs, or to seat an entire arena floor.

15. Matrix Trolleys

Additional trolleys for existing Matrix systems.

16. Usherette Chairs

Wall-mounted chairs with a very slim closed profile.

17. Modular Staging

An adaptable construction with optional vertical adjustment, our modular staging system is simple to handle and easy to set up and use. A full range of accessories is available including transportation/storage trolleys, access steps, side safety rails and decorative drapes.

18. Venue Chairs

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

19. Venue Chair Trolleys

Various trolleys and stillages are available for transportation and storage of our flat floor chair range.



Audience Systems completely refurbished the retractable seating system in our multipurpose space the Fitzpatrick Hall, giving us excellent service throughout. The refurbishment has increased our seating capacity, reduced our set up time and maintenance costs, and automated the back-breaking process of lowering the seats. By replacing the chairs, we have also vastly improved the appearance and comfort of the space. It has been well worth the investment.

Steve Pauley,
Facilities Manager, Queens' College, Cambridge

Audience Systems have been very good to us and the service they have provided has been second to none. I am very happy with all they have done, and continue to do, for the theatre.

Ilia Constantinides,
Facilities Supervisor, Sadler's Wells Theatre, London

We have an Audience Systems retractable seating system that we have serviced annually. We have found the service from Audience systems is very good. The engineers are helpful and thorough in their work. We have also found the technical department to be most helpful when we have had any problems.

Anne Basley,
Facilities Supervisor, LSO St Luke's, London



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