



RSL  
CONTRACTS

Domestic appliance repairs and replacement for the housing industry



## FULLY MANAGED SERVICE

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We offer a fully managed service for repairs and replacement of your domestic and commercial appliance.

- A dedicated account manager
- Direct contact to service centres and appliance replacement team
- Our group employ over 100 staff, covering London and the home counties
- 4 Call centres and 3 satellite offices
- Bespoke services offered for Manufacturers, Insurance Companies, Property Management Companies and Housing Associations

## REPAIRS

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Our engineers provide a rapid-response, professional and efficient service. We never allow an engineer to write-off a machine and they are measured on their first-time completion rate.

- All repairs are guaranteed for 12 months
- Repairs are pre-diagnosed prior to visit, ensuring high completion rate.
- Fixed-fee labour rates
- Repair outcomes reported to you and your tenant

## REPLACEMENT

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Our product replacement team can identify a direct equivalent product, saving you the time and trouble.

- Full installation service and removal of old machines
- Vast stock holding
- Consultative product specialists

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