

Hussey Seatway After Sales; Service, Parts, Upgrades and Refurbishment



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Our After Sales Package



If you have purchased a Hussey Seatway system, by now you will have already experienced the excellent customer service we offer and the great quality of our products.

In order to keep your seating system operating efficiently, it is essential that you complete it's annual service to maintain the warranty, with our team of highly skilled service engineers.

We offer a complete after sales package that includes service, parts, emergency call out, upgrades, refurbishment, additional ancillary items and staff training.

At Hussey Seatway we have a specialist service and maintenance team that are focused on ensuring the safe and efficient operation of your retractable seating systems over it's lifetime.

To arrange maintenance visits we typically contact you 90 days before the service of your retractable seating is due and work with you to find the most convenient date and time for us to attend.



Regulations & Qualifications

Our experienced site team are fully trained on all our products, and other manufacturers seating systems. They all hold relevant health & safety qualifications, ensuring the highest and safest level of workmanship.

PUWER regulations require that equipment provided by employers must be suitable for their intended purpose, safe for use, maintained in a safe condition and inspected by a competent person to ensure it is correctly installed and does not subsequently deteriorate.

Your seating system should only be used by people who have received adequate information, instruction and training.



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Service



Hussey Seatway offers a comprehensive range of service and maintenance agreements to suit your needs. Regular servicing ensures the safe and efficient operation of your seating system during its lifetime.

Of course, we design and manufacture our seating systems to the highest quality for low maintenance for its lifetime, however, regular servicing is essential.

We provide genuine replacement parts for all our systems and can source replacement parts for other manufacturers systems too.

To ensure ongoing audience safety, your seating systems need to be serviced and maintained on a regular basis.

We are able to service our products and other manufacturers seating systems globally with multiple teams of trained staff.



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Emergency Breakdowns

As well as offering annual maintenance packages, we also provide a 24/7 helpline to assist clients to solve any problems or breakdowns on-site in the unlikely case they should occur.

We pride ourselves on being able to respond to call outs quickly and efficiently, to ensure that any inconvenience to the customer is minimised. We have a strategically placed pool of engineers around the country who can quickly respond to you.



**For emergency breakdown
between 8am and 6pm call the
Hussey Seatway office on
+44(0)1985 847200**

**For out of office hours call
+44(0)7809 889899**



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Warranty

Seatway TP, Maxam and Maxam+ systems are now all sold with a warranty of 10 years.

These warranties are only valid if equipment is serviced annually by our fully trained Hussey Seatway engineers.



Training

We provide full training when a new system is purchased as retractable seating must only be operated by trained personnel.

An Operations & Maintenance manual is provided to you but specific training for your bespoke unit is essential.

During the lifetime of your system, with staff changes, you may have a requirement for additional training. We can offer this during a service or at a time to meet your needs.



Refurbishment & Parts

We are able to re-upholster or replace existing benches and chairs, re-carpet your platforms and fit replacement trim and fascias, all of which will visibly enhance the appearance of your current seating system.

We can replace deckboards, steps and recondition (or replace if necessary) the mechanical parts.

To reduce setting and striking times, we are also able to convert manual units to electrically power-operated units and replace removable rails with integrated self-storing or folding rails.

As well as modernising our systems we can do all this for other companies systems too. We would typically carry out an initial site survey to assess the requirements then work with you to establish the optimum solution.

Furthermore we are able to provide replacement parts which will ensure that your system meets current regulation and guarantees the safety of the audience at all times.



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Upgrades & Accessories

Due to the long lifetime of your Hussey Seatway system there may be times you want to update your seating to accommodate your venue's needs and technology changes. Hussey Seatway are able to help you keep your system up to date and revitalize it.

Aisle Illumination

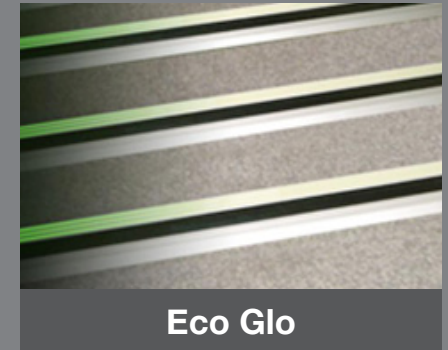
We offer multiple solutions to enable the access steps on our system to be clearly visible to enable the safe egress from our seating units.

EcoGlo photo luminescent strips are self-charging nosings that are easily installed into our aisle trims, they are cost effective and provide a durable solution.

We also offer LED aisle lights that can emit light forwards or directly onto the platform below, this is a great solution for theatres as they are available with dimming switches to ensure performers are not distracted.

USB Ports & Power Supplies

We have developed integrated USB power supplies that can be installed to all of our Seatway TP and Maxam Plus systems, they are discretely mounted on the deck with a recommendation of one double socket per two seat places. This feature is particularly popular with our university clients.



Eco Glo



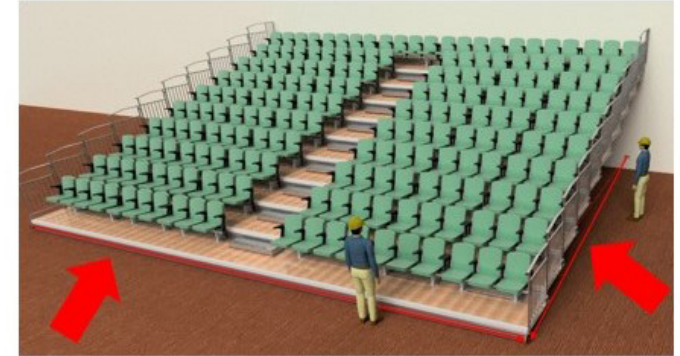
Aisle Illumination



USB Power Supplies

Electrical Safety Sensors

Leading the retractable seating industry with cutting edge research we have developed a proximity safety sensor system. This detects the presence of a person or obstruction when the seating unit is being operated and will automatically stop the system in this event.



Hussey Seatway can now offer this safety feature to future projects.

Wireless Pendant Controllers

We can upgrade your wired pendant controller to a wireless version to provide you with more flexibility when opening or closing your retractable seating system.



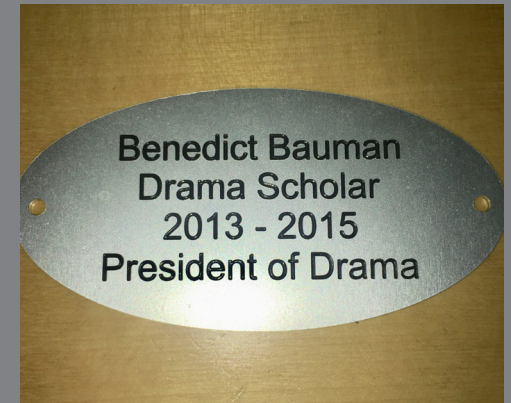
Seat Numbers & Aisle Lettering

Depending on the seat type you have chosen there are a selection of seat numbers available. Bespoke choices are also available if you require something a bit different, including some with braille.



Sponsor Plaques

These are a fantastic way to highlight great sponsors or people important to your venue. It is also possible to sell these plaques to your visitors and supporters to generate more revenue for your venue.



Writing Tablets

The Scribe tablet is an individual foldaway writing surface which is designed for retractable or fixed applications. This product is compatible for use with the Centura and Decra chair ranges. There is also a folding tablet compatible with the Gallery 3 range of chairs.



iPad and small computer holders

A brand new item we have designed which fits onto our Club Bench range.



Upgrades & Accessories

Side Rails

Upgrades for rail finishes include acrylic, mesh and wood infills as well as custom powder coated colours. Removable rails can also be upgraded to folding or self-storing where possible.



Side Drapes

To conceal the moving parts of the retractable seating system a choice of drapes and panels are available.



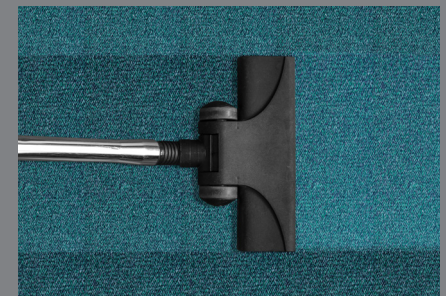
Arm Rests

Available in a choice of wooden finish, modular plastic finish or a combination of both, to provide more comfort for your guests.



Cleaning

We provide a professional seat and bench cleaning service which can remove the toughest of stains, making your retractable or fixed seating system spotless again. We can arrange for this to be a one off deep clean or as part of your annual service.



About Us

Hussey Seatway has long established itself as a leader in the design, manufacture, installation and maintenance of retractable and fixed seating systems. Working with clients worldwide, Hussey Seatway are experts in the development of practical, effective and high-quality seating solutions.

We are a solution and customer orientated company which, backed up with our design expertise, enables us to engineer space to our customer's advantage allowing their visions to be achieved. Our partnership with Hussey Seating Company of Maine, USA provides us with a comprehensive product offering for Education, Sport and Theatre Markets.

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