

# Frontier Pitts Ltd



The Leading  
Manufacturer  
of Gates,  
Barriers and  
Roadblockers

# FRONTIER PITTS



UK, Head Office



European Office



Hong Kong Office



Asian Office



Frontier-Pitts, as the acknowledged leading manufacturer of gates, barriers and road blockers, can offer a complete range of products and services. From the United Kingdom headquarters in Crawley, Sussex, Frontier-Pitts will provide everything from design to manufacture and installation, to maintaining your finished product including all spares, repairs and upgrades with full project management at every stage.

Our expertise in design and manufacture is the result of over 70 year's experience. Since Frontier Gate Systems and Pitts Security were founded in the early 1960's, the company has been meeting perimeter security needs throughout the United Kingdom and the rest of the world. All Frontier Pitts products are of British manufacture, and with 20 per cent of products exported, we currently have equipment installed in more than 85 countries worldwide. We maintain our position at the cutting edge of the foreign marketplace with offices in France, Hong Kong and China. Frontier Pitts are proud to be a Government Approved Supplier as well as being an accredited supplier to other prestigious companies.

Our products include manual equipment, automatic rising arm barriers, sliding gates, hinged gates, bi-folding speed gates, actuators, road blockers, hydraulic bollards, pedestrian gates and turnstiles. All our products are available with a wide range of control options.

Frontier Pitts has been accredited with ISO 9001 indicating that Health & Safety as well as quality are top priority in our customer service package. We maintain this standard by ensuring our procedures, products and services are checked by external auditors and advisors. Frontier Pitts prides itself in also being an Investor in People, and being accredited with being a Safe Contractor.

For all your perimeter security requirements, whether you want a high security visible deterrent or a discreet but effective system, fully supported by expert service and current technologies, the first choice has to be Frontier Pitts.

Each department of Frontier Pitts consists of highly skilled and experienced personnel. From the Sales Department, where requirements are established, to our Manufacture and Installations Departments, where your ideas become a reality, to a Maintenance Service which ensures your equipment remains safe and operational. Our range of services complements our breadth of product range, providing all you need for a secure site.

The combination of constant research into the improvement of design and product manufacture ensures continual improvement in quality and customer service. This research has developed such products as our new High Security Crash Rated Anti-Terra range. The range includes the Terra Blocker, the Terra Bollards, the Terra Gate and the Terra Beam. These products have been crash-tested in accordance with the US Department of State K12 standard and were fully functional after impact.

Frontier Pitts is proud to be the first manufacturer in the World to produce a sliding gate which was successfully tested in both the fully closed and half open positions without the need for repair. As a result of these crash tests, Frontier Pitts are now on the steering committee to revise the standards, with the BSI.

The Frontier Pitts attention to detail continues, embracing every area of its operation. Significant investment in computer technology has resulted in a dynamic IT department supporting many web based servers. The system provides our employees with the ability to gain access to all our computer systems online, whilst our customers can transfer large files directly to and from the Frontier Pitts server network. This eliminates any size restrictions imposed by email systems. The Accounts Department use our dedicated web based UNIX/Intellect system for order processing, service and accounts management. With the continuous development of our IT Department, a program of training and development is essential to provide all personnel with our current knowledge and expertise.

# FRONTIER PITTS



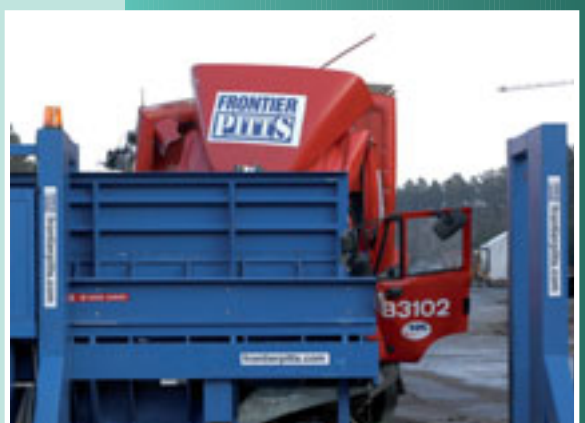
Terra Blocker ATTB-80



Terra Bollards ATRB-80

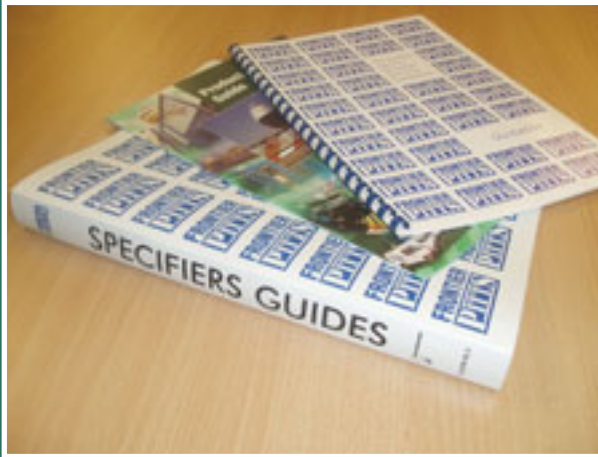


Terra Gate ATSG-80



Terra Gate (Half Open) ATSGX-80

## 3 Sales



Our national dedicated Sales team is made up of several external Sales Advisors based at regional offices throughout the United Kingdom. Working along side the internal Sales team, our country wide network of Technical Regional Sales Advisors will visit any site within the British Isles, without charge or obligation, in order to provide a full, tailor-made quotation. They are able to offer technical advice on the most appropriate and effective perimeter security solutions, including access control and CCTV.

The Sales Department can provide the complete package to specify the product you require. From detailed quotations, including proposal, equipment specification and technical information, to standard CAD drawings (for civil and electrical requirements - many of which can be downloaded from our website) and super-imposed images to illustrate how the site will look once the system is installed.

Frontier-Pitts products are renowned for their British engineering, quality and reliability. As an industry leader we are able to offer highly competitive delivery times and attractive pricing. Our engineering ability allows us to adapt any of the standard products to suit your individual specification. Therefore Frontier Pitts is the one stop solution for any security requirements you may have.

For further information please contact us on 01293 422800  
Alternatively for further information or brochure downloads please visit our website [www.frontierpitts.com](http://www.frontierpitts.com).

## Installations



Once an order has been placed with Frontier Pitts, the project is passed to the Installations Department. Here, the contract is analyzed to ensure all legal protocol is fulfilled, before a member of the qualified Project Engineers team is allocated to be the Project manager for the duration of the Installation aspect of the project, until final Commissioning on site.

The manufacturing lead time is dependent upon the type of equipment that has been ordered. During this time, each Project Engineer liaises closely with their respective Client and the Manufacturing Department, visiting site to carry out a detailed site survey and discuss the project with the End User where necessary. Their objective is to deliver the full optimum system to the agreed Client Specification within a confirmed time period. To facilitate this, site specific CAD drawings are produced, which are approved by the Client in order to progress with manufacture.

In order to ensure work is completed to our high standards, all equipment is fully tested before dispatch to site. The installation is carried out by our multi-skilled and experienced Installation Engineers within a time frame which is also dependent upon the type of equipment. Previous planning by the Project Engineer will ensure that any special requirements specific to site such as Engineers qualifications and experience, access to site during installation and civil/electrical works, have been executed. Detailed Method Statements and Risk Assessments will also be provided. Upon completion of the installation works, the system is then commissioned to the Client, entailing a complete run through of the new system with the end user. There is a 28 day post-commissioning period, whereupon the Project Engineer responsible for the installation is contactable in case of any queries. After this period, the Project is handed over to the After-Sales & Service Department.

All Frontier Pitts products are manufactured at our site in Crawley, Sussex, by our highly skilled and dedicated workforce. As an ISO 9001 accredited company, extensive checking and monitoring by Supervisors during the manufacturing stage ensures the products meet the current drawings and specifications, before final inspections and tests are completed. All products are CE marked for added assurance and quality. Frontier Pitts take great pride in ensuring the quality of coatings and paint finishes on all products reach site by packaging equipment accordingly.

The factory is constantly full of activity, with a barrier and electrical section located adjacent to a workshop where all the heavy engineering and hydraulic products such as gates, turnstiles and roadblockers are produced. With gates spanning of over 70 metres being manufactured in the workshop, cranes and other machinery have recently been updated to meet the growing demands for heavy engineering. Frontier Pitts is proud of the Manufacturing Department's ability to adapt the standard product range to suit individual site specifications, whilst having the flexibility and speed to meet short lead times.

Our Technical Departments' teams of highly-skilled engineers are dedicated to providing technical support to both engineers and clients, whilst creating the site specific codes for the PLC's (Programmable Logic Controllers); the equipments control systems.

Our design office use AutoCAD, 3D modeling and Simulation software when fabricating new products to ensure Frontier Pitts continues to lead in innovation and design. Site specific drawings are also produced to be approved by the client before manufacturing commences.

One such result of our in-house design and computer simulations was the production of Frontier Pitts new high security Anti Terra Series. The Terra Blocker was successfully tested by MIRA (Motor Industry Research Laboratory) Independent Crash Laboratories, followed by the successful test of the Terra Bollards (dual unit system) and the Terra Bollard (single unit system) by TRL (Transport Research Laboratory). The new Terra Gate was also tested at TRL in both the fully closed and half open positions. In all crash tests, the equipment was fully functional after impact.

Frontier Pitts was confident in selecting the toughest test from the most difficult standard to achieve. All the crash tests were conducted to prove the arresting capabilities of the equipment when impacted with a 15,000lb test vehicle at a speed of 50mph. The tests were performed in accordance with the US Department of State K12/L3 DOS standard and based on the British Governments MI5 agency's new PAS 68 and 69 government standards.

Our dedicated research and development team have also produced a Windows based 'HMI' (Human Machine Interface) which is in operation at many sites nationwide. This software package can monitor and control many pieces of security equipment from a remote location through a wireless link. The Technical Department's Engineers also have the ability to link remotely with equipment on site through a modern interface to maintain and update the products program.

Training and development of personnel is very important to Frontier Pitts. An internal training program for our employees ensures the clients receive the very best of our technical expertise from Sales, through to Installation and After Sales. Particular emphasis on training our Engineers with new products and techniques ensures a smooth installation and repair process. When commissioning the product, the engineer has the ability to provide a complete run through of the new system with the end user.

Our close relationships with universities and colleges have allowed Frontier Pitts to operate a Work experience program. On an annual basis students are welcomed to the different departments of Frontier Pitts to work on various projects or fill a particular role within the company. The program allows the students to gain hands on experience from the Engineering, Technical or Business Studies fields.



## Technical



## Training



## 5 After Sales & Service



Frontier Pitts is more than just a manufacturer of perimeter security equipment, with a team dedicated to servicing the equipment. As the leading edge manufacturer, no other company has more knowledge and expertise than Frontier Pitts to maintain the products.

Frontier Pitts After Sales & Service Department provides a range of services, including repairs, spares, and a National Breakdown & Preventative Maintenance Service. These apply to all Frontier Pitts equipments and similar products manufactured by other suppliers.

## National Breakdown Service



Frontier Pitts have a fleet of highly trained, skilled and experienced Engineers located throughout the United Kingdom. Our engineers are GPS tracked to enable our scheduler to get the closest available engineer to your site as soon as possible. To ensure the equipment is left in a fully functional condition, an internal training program is held for our engineers so that the client receives the very best of our technical expertise.

Engineers carry a range of parts in their service vans to enable them to make “first hit” repairs. For any additional parts, we employ a fast track system to ensure a fast turnaround in getting the parts to site and repair of the equipment.

## Refurbishment



Larger repair and refurbishment projects are assigned an area specific Project Engineer who will manage the project ensuring a single point of contact for the client. Similarly to the Installation Department’s Project Engineers, they liaise closely with their respective Client, visiting site to carry out a detailed site survey where necessary. Their objective is to repair or refurbish to the agreed Client Specification within a confirmed time period.

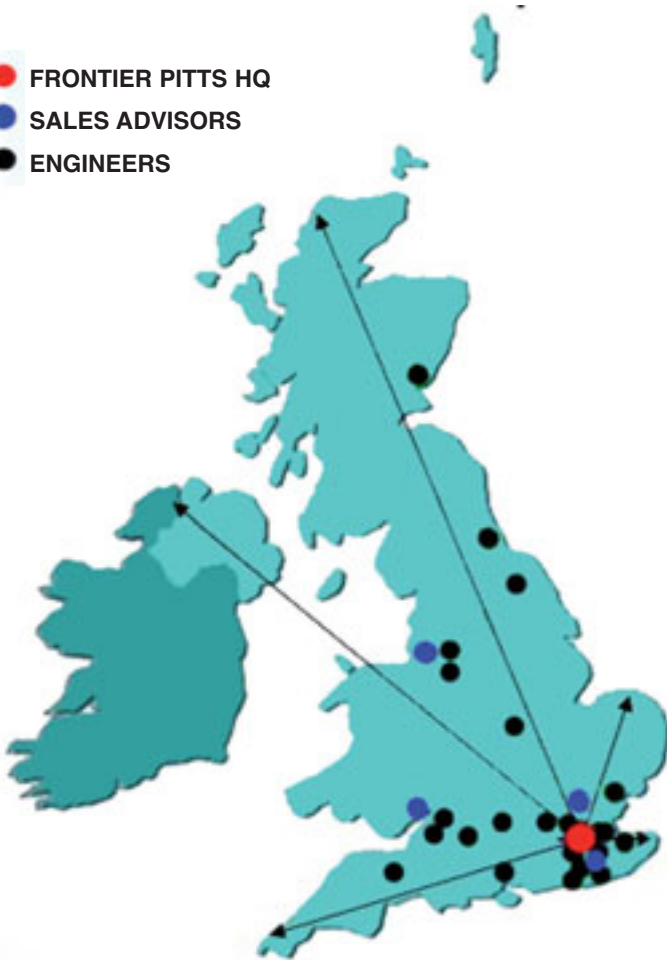
## Spares Department



Our dedicated Spares Department offers all spares including cards, tokens and handguns, bulbs, springs and replacement barrier booms. We hold a Spares Library and have a delivery service for your convenience, so any replacement parts can be on site within a specified time frame.

For further information on our After Sales & Service Department, please contact us on 01293 422808. Alternatively please visit our website [www.frontierpitts.com](http://www.frontierpitts.com)

- FRONTIER PITTS HQ
- SALES ADVISORS
- ENGINEERS



## Preventative Maintenance Service

Frontier Pitts have over 20 years experience in maintaining security equipment. We believe that regular maintenance is essential in the operational life of your equipment. To achieve maximum efficiency and reduce unnecessary costs it is crucial to carry out regular routine services.

To accomplish this we have a range of contracts including Standard, Fully Comprehensive, Extended Warranty and Response Only contracts, which can be tailor-made to suit your individual site requirements.

Unique to Frontier Pitts are our excellent guaranteed response times including 4 or 12 Out of hours and 24 or 48 Working Hours, which offer peace of mind that an engineer will be on site within a set time.

A maintenance contract is not compulsory during your warranty period, but the majority of our clients find having a guaranteed response time beneficial from the outset.

If you would like to discuss any of your contract options please contact us on 01293 422804/422814.

Alternatively for further information or brochure downloads please visit our website [www.frontierpitts.com/maintenance](http://www.frontierpitts.com/maintenance).

48 hour - Working hour	"Working hours" - calls can only be logged during the working day 8.30 am - 5.30 pm
24 hour - Working hour	
12 hour - Out of hours	"Out of hours" - the above applies during the day and the Emergency Number at all other times
04 hour - Out of hours	



# Frontier Pitts Offices

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# FRONTIER PITTS



Certificate No. FS 26627



INVESTOR IN PEOPLE

[www.frontierpitts.com](http://www.frontierpitts.com)

Frontier Pitts - The leading manufacturer of Perimeter Security Equipment