

**SPECIALIST
SUPPORT
SERVICES** 



All together.

MAYFLEX 
A Sonepar Company



At Mayflex our reputation is founded on our dedication to providing a quality service in every aspect of our business. Backed by over 100 years of industry experience, we have a respected name and a proven track record in partnering installers and integrators.

Designed with our customers in mind we offer a range of services, which are ideal for projects with limited time available onsite for installation or for rapid deployment projects. Having a trusted partner that can deliver fully tested, readymade or ready configured and pre-assembled solutions helps remove that pressure. Our range of Specialist Support Services are carried out by our team of trained experts who are located in our Birmingham headquarters and can also be carried out on site, by our team, (for the configured cabinet on site build service).

By providing installers with pre-tested, pre-qualified products, we are helping them to deploy products faster and help them to reduce their costs by removing the need to invest in specialist equipment, labour and management costs.

Risk of any issues arising can be significantly reduced or even removed by utilising the range of support services which are only provided to trade partners available from Mayflex.



Product Labelling

We can provide the highest quality laminated, laser-engraved labels printed to your specific requirements and shipped the same day, or we can provide the labels pre-printed and installed onto products.

Products Include:

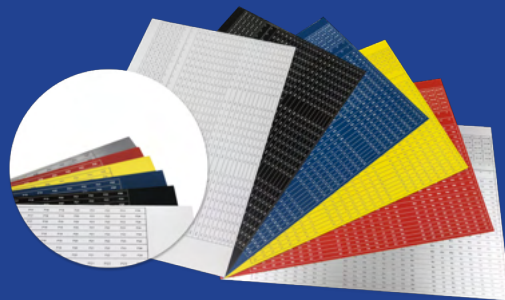
Cabinets, patch panels, GOP boxes, outlet modules and other pre-terminated solutions.

What are the benefits of Laser Engraved Labels?

- + Ensure that every application is professionally labelled from the moment it is installed
- + Save valuable time on-site
- + Engraving labels on to fade proof acrylic leads to long term quality and reliability
- + Bespoke, made to measure for individual project requirements

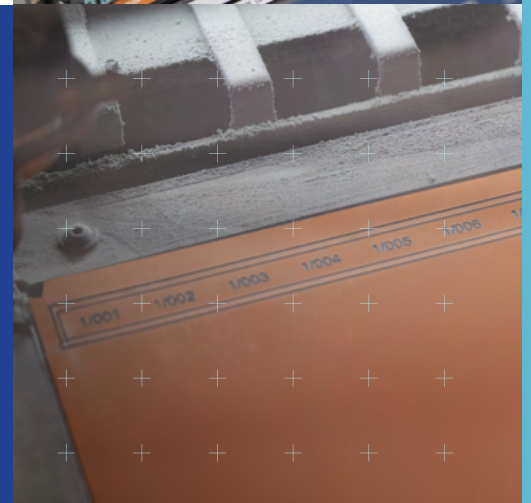
Features:

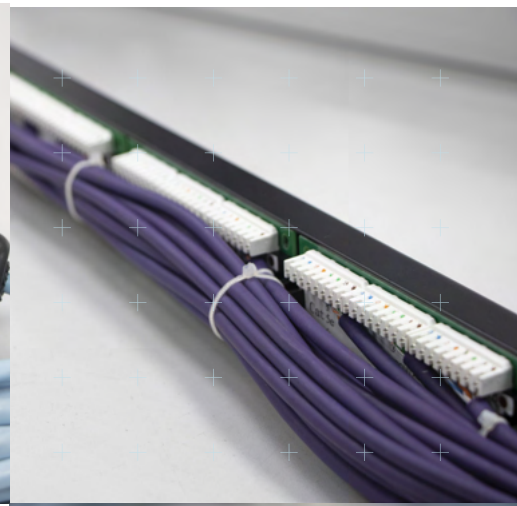
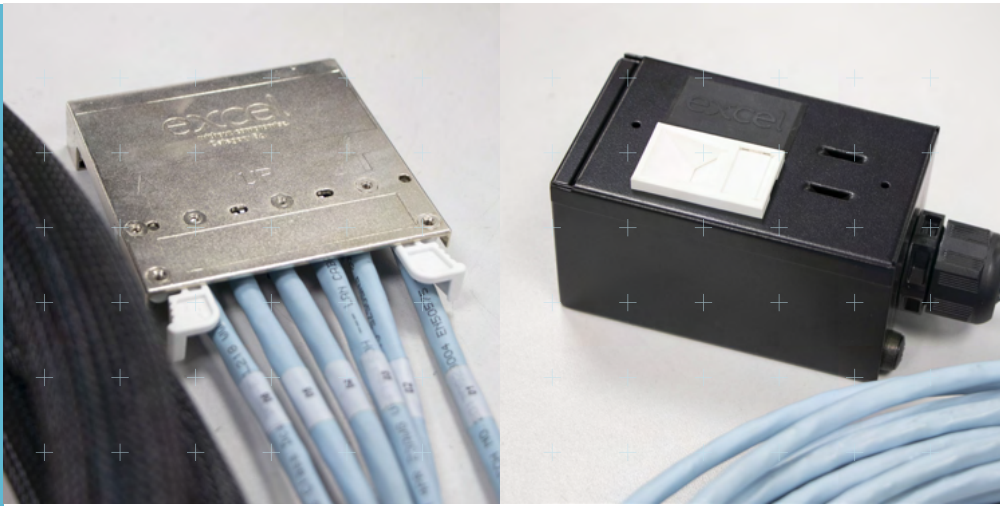
- + 2-colour laminate sheets
- + Acrylic composition
- + Strong adhesive backing
- + Range of colours, shapes & sizes
- + UV resistant
- + Laser engraved
- + High quality
- + Same day despatch



Watch Now
Specialist Support Services
Labelling

* if ordered before 2pm, Monday to Friday



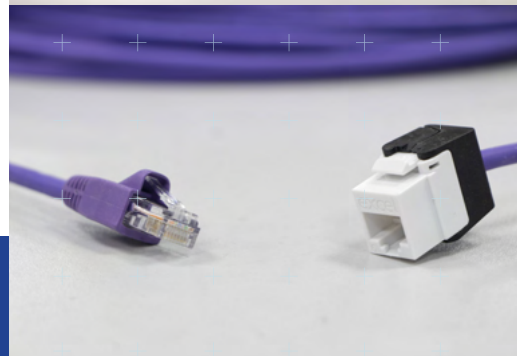


Pre-Terminated Copper Assemblies

Pre-terminated solutions help to reduce installation costs and times, equipment and specialist labour costs.

Our team operate with a fast turnaround - typically 3 days with all items 100% inspected, fully tested and traceable.

Products are also covered by the 25-year Excel system warranty when installed by an accredited partner.



Features:

- + Available in Category 5e, Category 6, Category 6A, Category 7A – Screened (FTP) or Unscreened (UTP)
- + Pre-labelled
- + Single assemblies or loomed
- + Loose looms or fitted with cable socking
- + Can be fitted with modules, jacks or plugs, on either or both ends
- + GOP assemblies - 2, 3, 4, 6 or 12-way
- + GOPs fitted with flexible conduit or glands
- + 6-port module assemblies for the Excel mixed-use panel (screened or unscreened)
- + PCB panels
- + Keystone jack panels
- + Labelled panels



Watch Now
Specialist Support Services
Pre-Terminated Copper Solutions

Speak to our team on 0800 75 75 65 or e-mail sales@mayflex.com for further details

Pre-Terminated Fibre Assemblies

Pre-terminated solutions help to reduce installation costs and times, equipment and specialist labour costs.

Our team operate with a fast turnaround, typically 3 days with all items 100% inspected, fully tested and traceable.

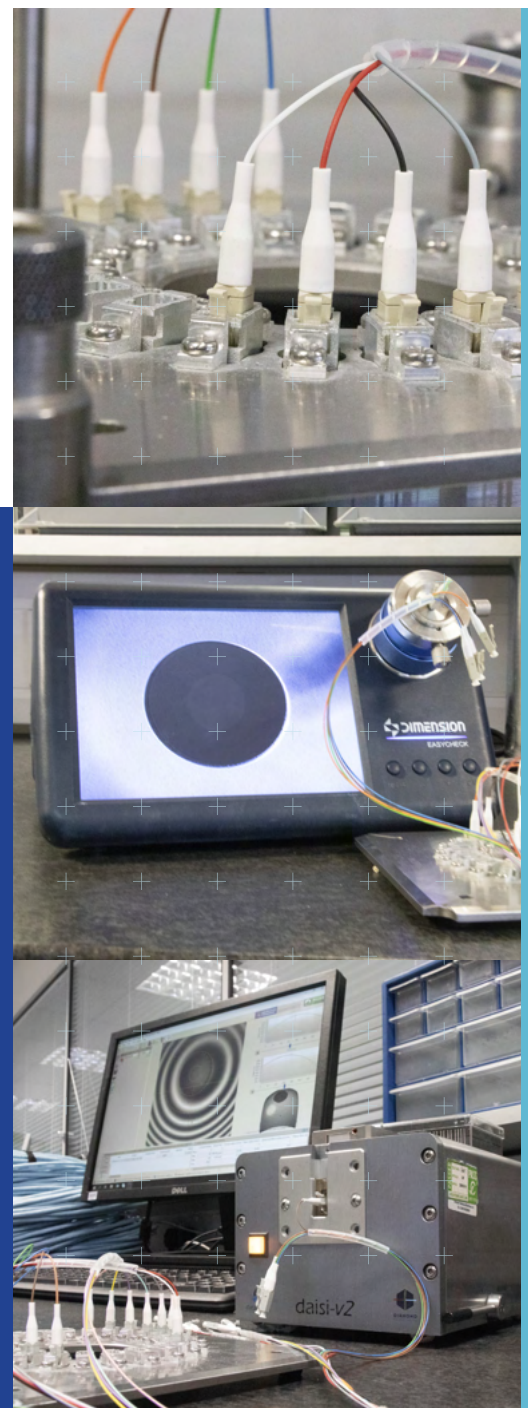
Products are also covered by the 25-year Excel system warranty when installed by an accredited partner.

Features:

- + Available in OM1, OM2, OM3, OM4, OM5 and OS2
- + Available in all core counts from 2 to 24
- + Bespoke breakout lengths to suit application
- + Machine polished
- + Pre-labelled
- + Ferrule geometry checked on interferometer to ensure best performance in all conditions
- + Fitted with protection both ends
- + One end fitted with a pulling eye
- + Glands pre-fitted both ends
- + Available on a drum or coiled in a bag
- + Plug and Play



Watch Now
Specialist Support Services
Pre-Terminated Fibre Solutions



+ Excelerator Distribution Cables

Ideal for panel to panel links, internal/external tight-buffered cable, LSOH, 900-micron tails, all tails colour coded, available with cassettes pre-fitted for the Excel mixed-use panel, cable colour – black and HD panels.

+ Excel Loose Tube Cables

Similar to distribution cables but using loose tube construction, Internal/external, silica gel filled tube, LSOH, small diameter.

+ Excel CST Cables

Similar to loose tube - same internal construction, corrugated steel tape armoured, internal/external grade, LSOH, duct grade, rodent resistant.

+ Excel SWA Cables

Similar to loose tube - same internal construction, steel wire armoured, internal/external grade, LSOH, duct grade, rodent resistant, suitable for direct burial, available in all fibre types.

+ Excel Fibre Cassettes

Pre-loaded with pigtails and adaptors, MTP cassettes - any configuration (standard, MOD1, MOD2).

+ Excel Fibre Panels

Preloaded adaptors, cassettes, pigtails as required, any quantity of adaptors, pigtails, splice cassettes and splice holders, labelling and hybrid types.

View and configure bespoke fibre optic cables on www.excel-networking.com/configurators

Speak to our team on 0800 75 75 65 or e-mail sales@mayflex.com for further details



Pre-Staging IP Devices

Pre-Staging of IP Devices is particularly suited to partners that are new to CCTV or Access Control or are limited for time.

Our specialists do the hard work and you just need to install the pre-configured products onsite.

This service helps to reduce installation costs and times, equipment and specialist labour/ commissioning costs.

All products are set up in our HQ in Birmingham. We can also provide engineers for the work to be carried out on site.



Products Include:

- + IP cameras
- + CCTV systems including, servers, recorders, DVR's, storage units, IP access control systems, servers and components
- + Network switches

Features

- + Loading IP addresses
- + Loading software
- + Updating software/firmware
- + Pre-configuration of devices - setting of parameters, naming, logins, passwords etc.
- + Device labelling
- + Re-packaging/kitting services
- + DOA testing
- + Soak testing



Watch Now
Specialist Support Services
Pre-Configuring IP Devices



Watch Now
Specialist Support Services
Pre-Configuring Network Switches

Camera & Bracket Spraying

Many establishments like their security cameras to be as discreet as possible and blend in with their surrounding environment.

Mayflex provides a bespoke service which can take a security camera and spray it and its associated fittings to an exact colour requirement. This is a service which can provide an installer with flexibility and a key differentiator which can help to win projects.

Features

- + Any RAL colour
- + Bespoke colour matching service if sample provided
- + Lead time – 1-3 weeks depending on quantity and camera type
- + No minimum order quantity, minimum order value of £150.00
- + Available for all camera vendors distributed by Mayflex*



Watch Now
Specialist Support Services
Bespoke Camera Spraying

Please note once cameras have been sent for spraying we cannot accept any changes to your order.



* Mayflex will only paint cameras that keep their original warranty once painted. Please talk to our sales team to confirm that this applies to your camera of choice.

Configured Racks

Racks included are Environ floor and wall racks. We can install the majority of kit that you need and deliver it ready configured to site. This service helps you to reduce installation costs and times, equipment, packaging and specialist labour costs and is covered by the 25-year Excel system warranty when installed by an accredited partner.

Our team operate with a fast turnaround, typically 2 days.

Features

We pre-install items, exactly where required including:

- + PDU's - horizontal & vertical
- + Fan trays
- + Patchcord/cable management
- + Shelves - all types
- + Cable tray/basket
- + Pre-loomed cabling - patchcords, power etc.
- + Environ Electronic Lock Solutions
- + Special locks - unique keys, combination locks, RFID locks
- + Pre-approved layout drawing/specification
- + Pre-labelled



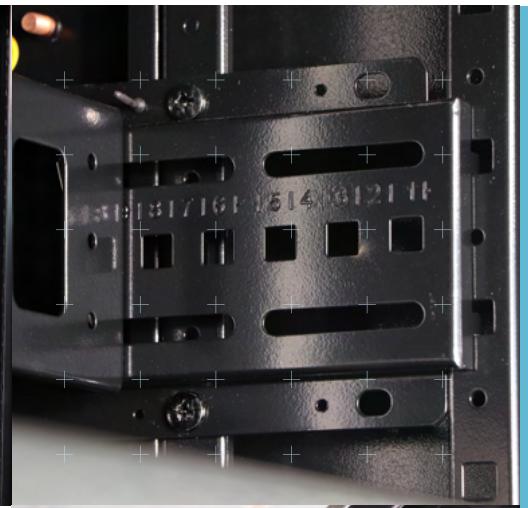
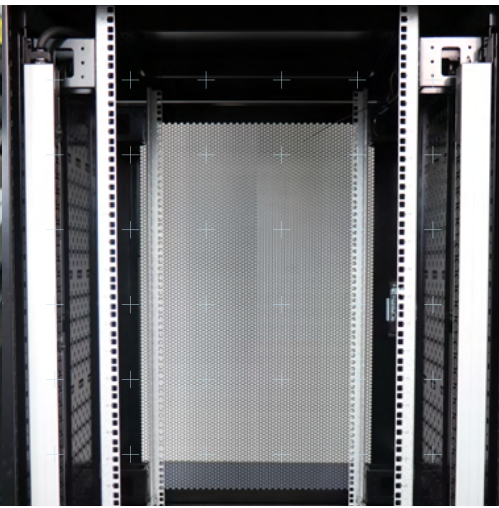
Watch Now
Specialist Support Services
Configured Racks and Cabinets

excel
without compromise.

ENVIRON



Speak to our team on 0800 75 75 65 or e-mail sales@mayflex.com for further details



On Site Cabinet Assembly

This service is ideal where access to the installation site is restricted or you have limited time on site.

How it Works

The Environ racks (flat packed), together with any additional accessories that you've ordered, including shelves, cable management, PDUs etc would be delivered to site by our normal delivery service the day before the planned installation. Our experienced team of cabinet builders will visit the location and will position the rack(s) and build them to the agreed specification.

Features

- + We will fit shelves, cable management and PDUs if required
- + We will provide a full Q.C. inspection of the built rack(s) and provide a handover to the customer
- + We can provide method statements and risk assessments, including an advance assessment provision, should they be required
- + Our team will include a first aider and CSCS certification if required

Information Required

- + How many cabinets are required to be assembled?
- + Site address including post code
- + What time would we be required on site?
- + Is a site induction required prior to commencement of works?
- + Required dates for site attendance



Placement Plus

Our Placement Plus delivery service easily overcomes tight staircases and difficult access routes without damaging any fragile equipment.

Utilising stair walking, stair climbing and stair lifting equipment, as well as cranes and hoists when required, this service has the resources to overcome the most challenging locations.

Transportation crews are expertly trained to use the latest moving equipment, to safely manoeuvre your equipment without disrupting its contents or components.

Placement Plus provides:

- + Double manned vehicles
- + Drivers maintain constant communication via mobile phones
- + Constant monitoring of movements by Operations
- + Goods Tracking Procedure incorporating unique referencing system
- + Crews will provide maximum support and minimum disruption in the installation of your rack
- + Remove all packaging
- + Dispose of any items in accordance with environmental and waste regulations.



Speak to our team on 0800 75 75 65 or e-mail sales@mayflex.com for further details

AEM Support Services

Mayflex's AEM Support team are on hand to help you with a range of services relating to your AEM devices.

Outlined below is an overview of what is included with our offering, but if you need any further guidance, please contact us.

The services include:

- + Confirm your calibration due date with you, and arrange for your unit to be calibrated and collected on a day to suit you
- + Act as a single point of contact between yourself and AEM
- + Support you in contacting the AEM Technical Team to ensure you receive a response in the quickest time
- + Provide full technical support for all your equipment via our UK Technical Support Team
- + Arrange the collection and repair of a faulty unit on your behalf, and ensure your unit is returned to you in the shortest timeframe
- + Organise a replacement accessory for a unit with a failed component
- + Manage an advanced booking system to schedule your calibration at least 6 weeks in advance for optimum convenience and if required, we will arrange a loan unit whilst your tester is in calibration to ensure you're not without a tester

What does this service cost?

Absolutely nothing. Mayflex is providing this service to all customers who purchase an AEM tester through Mayflex.

All of the CV100 Testpro kit bundles come with the extended 3 year care plan as standard. The NSA range is covered by a 2-year manufacturer's warranty.

Hire an AEM Tester

Mayflex offers a Hire Service on a range of AEM Certification, Troubleshooting and Installation Tools, capable of testing Category 5e to Category 8 and Fibre Optic infrastructure.

With a range of rental options at the fraction of the cost of purchasing a tester unit, this is an alternative cost-effective solution to meet your testing and certifying requirements. Save yourself the cost of purchasing a new tester unit or try out the latest tester before committing to buying one.

[Click here](#) to find out more about this service.

How to claim if you have a fault

Simply provide our team with your unit's serial number(s) and a description of the fault. We will handle the rest.

For further information on our AEM Support Service, please contact the team



Fluke Support Services

The Fluke Support team are on hand to help you with a range of services relating to your Fluke Networks' devices.

The services include:

- + Confirm your calibration due date with you, and arrange for your unit to be calibrated and collected on a day to suit you
- + Act as a single point of contact between yourself and Fluke Networks
- + Support you in contacting the Fluke Technical Team to ensure you receive a response in the quickest time
- + Provide full technical support for all your equipment via our UK Technical Support Team
- + Arrange the collection and repair of a faulty unit on your behalf, and ensure your unit is returned to you in the shortest timeframe
- + Organise a replacement accessory for a unit with a failed component
- + Manage an advanced booking system to schedule your calibration at least 6 weeks in advance for optimum convenience and if required, we will arrange a loan unit whilst your tester is in calibration to ensure you're not without a tester.

This service is available to all customers who purchase a Fluke Networks unit with Gold support via Mayflex - and is free of charge.

- + Hire a Fluke tester, as and when you need one, at a fraction of the cost of buying one.

How to Claim if you have a fault

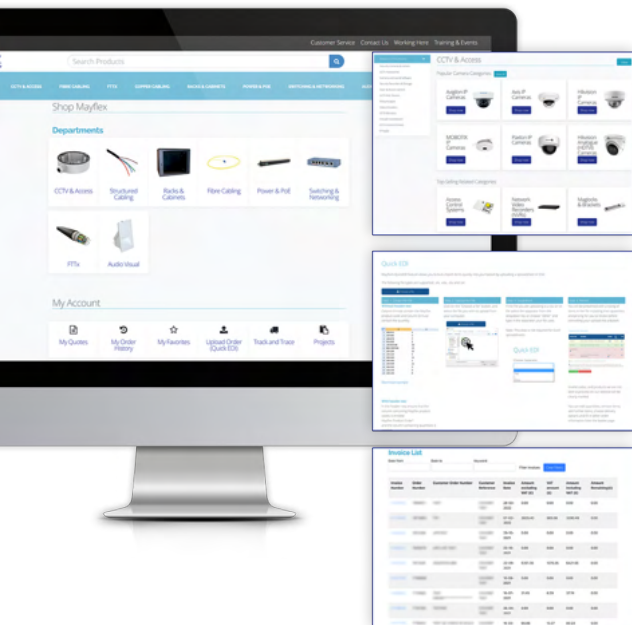
- + Provide our team with your unit's serial number(s) and a description of the fault.
- + Mayflex will liaise with Fluke Networks on your behalf to arrange a replacement unit, a replacement accessory, a calibration booking or a collection, a loan unit or anything else you may require



Mayflex Website

The Mayflex website is a great source for information on Mayflex and the full portfolio of vendors that we sell and support. You can find products easily through the online catalogue via a part number, navigation or key search terms.

Each product includes a specification sheet and downloads such as DOP's, relevant videos, etc.



Through the Mayflex Webshop you can:

- + View your pricing, specific to your account
- + Produce online quotes
- + Quick EDI, upload a list of product codes and quantities to place your order
- + Set up 'Favourites' lists for items that you order on a regular basis
- + View your invoice history
- + Track the status of your order
- + Check your credit limit, account balance and term
- + View product promotions online

Visit the website – www.mayflex.com

Mayflex App

Just **'Tap the App'**

The Mayflex app enables you to order products on the move at any time to suit you and it's perfect for engineers out on site.



- + Search & browse the catalogue from your mobile device or tablet
- + Scan product barcodes to add products to your basket
- + Place orders on the move
- + Order cut cable
- + Order up until 8.00 p.m. for next free delivery
- + Download spec sheets
- + Download Excel 'How to Videos'
- + Set up favourites lists
- + Receive product promotions

Find out more information and download the app www.mayflex.com/mayflex-app

Ways to order from Mayflex

Wherever you are based or however you prefer to work, it's easy to order from us:



Mayflex Webshop

www.mayflex.com

Available 24/7

Order until 8.00 p.m. for next day free delivery to the UK Mainland

View pricing, stock availability, create favourites lists, Order Cut Cable, Upload your Order (Quick EDI), download tech specs



Mayflex App

www.mayflex.com/mayflex-app

Available 24/7

Order until 8.00 p.m. for next day free delivery to the UK Mainland

View pricing, stock availability, create App favourites lists, Order Cut Cable download tech specs



Sales Office

Call 0800 75 75 65

Speak to our experienced teams.
Call from 8.00 a.m. to 6.00 p.m.



Email and Buy Now

Sales@mayflex.com

Email your orders or simply click the 'Buy Now' button on any Mayflex quotes to place your order.



Trade Counter

Order via the Webshop, App, Sales Office or Email to collect from the Trade Counter at Birmingham HQ – B6 7JJ

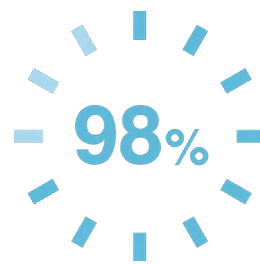
Open from 6.00 a.m. to 6.00 p.m.

Mayflex, Excel House, Junction Six Industrial Park, Electric Avenue, Birmingham, B6 7JJ
Tel: 0800 75 75 65, Email: sales@mayflex.com, Web: www.mayflex.com

Benefits of Buying from Mayflex



- + Order online up to 8pm for FREE next day delivery



- + Large stock availability
98% of orders fulfilled from stock



- + Access to a knowledgeable sales team and technical support



- + Advice and support with product selection and system design



- + Track and Trace your deliveries





































- + Trade counter located at Birmingham HQ for those last-minute requirements



- + Specialist Support Services, including pre-staging IP devices and camera spraying

Speak to the team on
0800 75 75 65
or email sales@mayflex.com

Infrastructure		Networking	
Copper Cabling Systems		Wired Ethernet Switching Solutions	  
Fibre Optic Cabling Systems		Wireless Ethernet WiFi	  
PON Systems		Environmental & Security Threat Management	 
FTTx Systems		Power Management	   
Voice Cabling Systems	 		
Cabinets, Racks & Enclosures	   		
Data Centre Cooling solutions			
Containment, Power Distribution & Protection	 		
Aisle Containment			
Tooling and Testing	  		
Installation Accessories	  		
	 		

IP Security	
CCTV Cameras	      
Image Recording & Storage	       
Cloud Security Solutions	
Infra-red & 'White Light' Illuminators	
Transmission	 
Video Management Software	       
Video Content Analytics	      
Access Control	     
Training	 

Please note that we regularly update our brand portfolio, please check www.mayflex.com/brands for the latest information

Mayflex UK

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Website www.mayflex.com



Certificate No. FS 547274 Certificate No. EMS 542883

All together.

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