



Be kind



Byddwch yn garedig

TOWN HALL STRIKE REPORT

1. Reason for report

- a) To outline the reasons for the Town Hall strike being out of service.

2. The Issues

- a) It was identified in July 2022 that the Town Hall Clock strike was stuttering and striking too fast.
- b) Following instruction from our Clock Engineer, the chime controller was adjusted, unfortunately this did not work and the clock continued to strike too fast and the wrong number of strikes at different times of the day, sometimes at night time, which was disturbing local residents.
- c) As a result of the disturbance caused by unpredictable strikes, the town hall staff were advised by the engineer to keep the strike turned off until it could be repaired.

3. Actions

- a) On the 21st November 2022, our clock engineer carried out an annual service on the clock and found the clock itself to be in good working order.
- b) He identified that there was an issue with the controller for the strike mechanism. He removed the controller for a diagnostic.
- c) Following a review, the engineer identified that the controller which was fitted along with the new clock in 2018 by Smith of Derby requires a security code to access the factory settings.
- d) I contacted Smith of Derby on nine occasions since the 7th December 2022.

- e) Smith of Derby have made it clear that as the Town Council no longer utilise them for annual services, they will not share any insight into the issue with the controller.
- f) I emailed Smith of Derby again the on the 2nd March 2023 and asked them to share the security code so that our engineer can access factory settings.
- g) Smith of Derby offered to attend the Town Hall at a cost of £650 and if they cannot carry out repairs on site, they will take the controller away for a full diagnostic and quote for any further works.
- h) I requested that we send the controller to Smith of Derby for a diagnostic, they agreed at a reduced rate.
- i) I sent the controller to Smith of Derby who reported they could not find any fault; they waived the charges and the controller was received back in Cowbridge on the 28th April 2023.
- j) Les Kirk Clocks refitted the strike mechanism on the 6th June 2023 and following an in-depth examination, he reported that the strike mechanism is irreparable.
- k) On the 7th June 2023, Les Kirk Clocks reported the following;

“As outlined (and partially expected) there was no difference to the system despite efforts to adjust the potentiometer. I have therefore, removed the controller and ordered a completely new 230v striking system. This is on back order as the last unit I was hoping to purchase has been sold. Although I hope the price will be the same, I somehow expect it will increase. I will obviously update you with regard to delivery and cost as soon as I can however it is all in hand”.