

LEVEL 1 – STANDARD MAINTENANCE

The standard maintenance agreement consists of one service visit per annum to carry out a thorough check of the alarm system. Any labour or additional work required after the 1st hour will be subject to an additional charge. The agreement also includes the facility to call out an engineer on a 24 hour, 365 day a year emergency basis (with response within 4 hours when requested). You will also qualify for reduced labour rates for any work carried out.

Any call outs due to equipment failure will not be chargeable in the first month after the service, if the engineer attends during normal office hours (9am to 5pm Mon to Fri. excluding holidays), however materials will be charged for at all times. A labour charge will be incurred for an engineer visit outside of our office hours.

Labour charges are calculated on an hourly basis and include travelling time from the office. There is a minimum charge of one hour. Thereafter, it will be calculated to the nearest half hour. The current hourly rate is £50.00 + VAT during normal office hours and £75.00 + VAT for after hours calls.

This level of maintenance will cost £65.00 + VAT per annum

LEVEL 2 - COMPREHENSIVE MAINTENANCE

The comprehensive maintenance agreement consists of all the benefits of a standard maintenance contract. It also includes the replacement of any faulty equipment including rechargeable batteries, and labour will not be charged for after hours calls, however any parts used on our first "Takeover Maintenance" are chargeable.

Neither agreement covers misuse, malicious damage, rodent damage, lightning or flood damage (Acts of God) these should be covered by buildings and contents insurance.

Call outs resulting from a loss of 240-volt mains electricity supply in excess of an 8 hour period, or power surges and fluctuations will also not be covered.

This level of maintenance will cost £120.00 + VAT per annum.

NO MAINTENANCE CONTRACT

The cost of a call out for customers without a Maintenance Contract will be £75.00 + VAT during office hours and £105.00 + VAT out of office hours. These prices are subject to change without prior notification.

Key holding calls are chargeable at all times.