

**Central Southern Security** have a number of different maintenance contracts that cover the service and repair of CCTV, Access control and intruder alarm systems. Intruder alarms have more standard equipment and engineers carry spares for all the common alarms and accessories.

The types of intruder alarm maintenance contracts are detailed below:-

### **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 1<sup>st</sup> 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 on an 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 next half hour. The current hourly rate is £40.00 + VAT during normal office hours and £60.00 + VAT for after hours calls.

### **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.

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.

### **Charges for contracts**

The charges for these contracts will be dependant on location, type of alarm, number of detectors. Please contact our office for an estimate or to arrange a site survey.

### **Monitored alarm systems**

Alarms that signal through to the monitoring station for a Police response are required to be checked twice a year. This will be billed with the monitoring fee once a year. Unless otherwise stated these are all level 1 maintenance contracts.

### **Keyholding Contracts**

Key holding calls are chargeable at all times.

### **No Maintenance Contract**

The cost of a call out for customers without a Maintenance Contract will be £60.00 + VAT during office hours and £90.00 + VAT out of office hours. These calls will only be attended when all contract customers have been cleared. These prices are subject to change without prior notification.