

SERVICE & MAINTENANCE CARE PLAN

Access Control

CCTV

Intruder Alarms

IP Solutions

Door Entry



www.securusuk.com

 **SECURUS**
UK Ltd

SERVICE & MAINTENANCE CARE PLAN

Dear Valued Client,

As part of the continued commitment and service, Securus UK Ltd provide our customers with the opportunity to take out our Service and Maintenance Care Plan, this comes in three levels to suit your requirements as well as budget. This is to provide you with an ongoing care plan which gives you the peace of mind to ensure you have assistance when needed as well as experts in their field as well as a host of added benefits. Service and maintenance for security systems is vital to ensuring they are operating correctly and are in excellent working order.

HOW WILL THIS BENEFIT ME?

- The peace of mind that your security system is working to the best of its capability.
- Continued Connection Service to Apps for controlling your security systems.
(Existing app/cloud service may cease on non-care plan systems).
- Free telephone support from our offices will be available during working hours (Monday to Friday 9 -5pm excluding public holidays), where we will do our best to help with any issues without requiring engineer attendance. This can be extremely beneficial where many modern systems are App or PC based. We will constantly keep you up to date with new technical advancements and advise how these could benefit you in the future.
- Pre-planned maintenance visit/s to carry out essential checks to ensure the systems are working as they should and if necessary, to resolve any issues which may arise.
- As a maintained customer you will receive a preferential call out rate and priority next working day or better response from one of our highly trained qualified engineers should you experience a problem with your system.

HOW WILL THIS BENEFIT ME?

CARE PLAN OPTIONS

We offer up to three levels of maintenance, which all include at least one annual service visit and technical phone support and priority next day response.

	Essential cover	Enhanced cover	Premium cover
Preventive Maintenance Visit	✓	✓	✓
App Management	✓	✓	✓
Free technical phone support	✓	✓	✓
Next working day response	✓	✓	✓
Free Call out and labour	✗	✓	✓
Free replacement parts	✗	✗	✓
Vandalism	✗	✗	✗
Works by other persons	✗	✗	✗

WHAT IS INCLUDED ?

WHAT IS INCLUDED IN MY SERVICE AND MAINTENANCE CARE PLAN AND WHAT EXCEPTIONS ARE THERE?

Preventive Maintenance visit:

A scheduled once or twice a year maintenance visit to comprehensively service and test the security system, this is to ensure the systems are operating correctly and so that that we can identify any potential faults before they occur.

Free call out and labour:

This applies to Enhanced and Premium care plans with a system fault or a system within its warranty period. This does not cover misuse, works or configuration by others, Broadband routers being changed or factory re set which may remove connections to your system. Extra works and modifications to the system is not covered and remain chargeable. Where broadband routers have been changed or factory reset, we will endeavour to help out remotely from our offices if a remote connection can be provided to a local PC. If we cannot resolve the problem remotely a chargeable engineer visit will be required. Securus UK are not liable for restrictions from your phone or broadband supplier which prevents access to your systems remotely such as broadband speeds or firewalls. All new Installations are covered by 12 months parts and Labour Warranty.

Free replacement parts (including batteries):

Applicable for systems under warranty or customers with All-Inclusive Premium cover. Misuse, damage or work by others is not covered.

Next working day response:

For faults reported before 4pm the previous day.

Vandalism:

Vandalism is not covered under any of our plans.

Apps & Connections:

Where Securus UK manage a cloud service connection for intruder alarms or supply a dynamic IP service for CCTV. They may cease should you leave the Securus UK Care Plan.

Works by others:

Third parties moving or tampering with a maintained security system may invalidate any warranty and lead to your insurance being invalid parts and labour being chargeable.

TERMS AND CONDITIONS

1. Only Securus UK Ltd engineers are to carry out any works, modifications or servicing of any part of the security system.
2. Any attempt by third parties to tamper or modify the system without prior approval of Securus UK Ltd may render this contract terminated without refund.
3. At all times the equipment fitted is to be used solely for its intended use and as per manufacturer's guidelines.
4. Repairs to any part of the system other than those caused by normal use are not covered under this agreement.
5. Securus UK Ltd are not responsible for any building or decorating works as part of the installation unless agreed in advance these remain solely the responsibility of the customer.
6. Securus UK Ltd bear no responsibility for the customer's telephone or broadband supply as well as any third-party applications which may be in use.
7. All charges resulting from telephone or Broadband lines remain solely the responsibility of the customer.
8. Securus UK Ltd will not be held responsible for any third-party charges relating to the use or abuse of the security system.
9. Vandalism, flood, fire and act of god are not covered within this contract.
10. All reported faults to Securus UK Ltd will be responded to by the following working day unless the customer has our 24/7 call-out plan in place.
11. Site attendance will be during normal office hours of 9am-5pm Monday-Friday except for public holidays.
12. No system will be left operational should our engineer consider the safety of end users to be at risk.
13. The customer will advise Securus UK Ltd of any hazardous materials onsite.
14. The term of this agreement is for 12 months, thereafter the contract will continue on a monthly period until we receive notice in writing of 30 days.
15. The agreement will start from the commissioning date of new installations by Securus UK Ltd or takeover date of existing systems installed by others.
16. Securus UK Ltd reserve the right to review the prices of the Service and Maintenance Care Plan on an annual basis.
17. Maintenance agreements are renewed at the discretion of Securus UK Ltd.
18. You agree to pay for your Service and Maintenance Care Plan with a monthly Direct Debit, or a single annual payment – both options cost the same.
19. If you fail to pay any instalment due within seven days of the date set out in the payment schedule or invoice, we will write to you and give you the opportunity to either pay that instalment, or pay all instalments due for the remainder of your contract term, by alternative means.
20. Unfortunately, if you then fail to pay this amount by the required date Securus UK Ltd may suspend services until outstanding accounts are settled.
21. Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0117 981 2929 or via their website

<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

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