



Call Out Rates

Call Out Times	No Cover	Bronze	Silver	Gold
<i>Monday to Friday 8am to 6pm</i>				
Call Out Charge (Includes first 30 minutes on site)	£45	£35	£25	Free*
Labour Charges (Per half hour)	£20	£10	£10	Free*
<i>Monday to Friday 6pm – 8am</i>				
Call Out Charge (Includes first 30 minutes on site)	£65	£55	£45	£25
Labour Charges (Per half hour)	£30	£20	£20	£10
<i>Public Holidays</i>				
Call Out Charge (Includes first 30 minutes on site)	£85	£65	£55	£25
Labour Charges (Per half hour)	£40	£30	£30	£10

** With Inclusive Labour/Materials cover, engineer call-outs are included except in the case of where the system has been damaged by users or third-party. Damage due to fire/storm/acts of God or misuse will be chargeable. Full Terms and Conditions available upon request.*

*** Annual maintenance prices are based on residential and light commercial properties. All prices are subject to a free site survey.*