



Alarm Maintenance Support Levels

Support	No Cover	Bronze	Silver	Gold
24/7 Help Desk and Engineers	✓	✓	✓	✓
Engineers available 24/7 365		✓	✓	✓
1 Preventative Maintenance Visit (2 for Remotely Monitored Systems)		✓	✓	✓
Key Holder updating provision		✓	✓	✓
Re Training and Minor adjustments during visit		✓	✓	✓
Electronic Documents		✓	✓	✓
Reduced call out rates		✓	✓	✓
Battery replacement free of charge (If required)			✓	✓
Inclusive Labour*				✓
Unlimited emergency call outs (During office hours)*				✓
Faulty replacement parts free of charge (Normal wear and tear)*				✓

** 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.*