

	BRONZE CARE	SILVER CARE	GOLD CARE
Cover Provided	Not included	24 / 7	24 / 7
Scheduled Visits: Fire Alarm – 2 per annum Custodial Alarm – 4 per annum Healthcare (LED) Systems – 1 per annum Healthcare (Filament) Systems – 2 per annum	One-off operational system test	Included	Included
Out-of-hours Call-out Facility	Not included	Included	Included
Equipment Spares	Not included (available at full list price)	Not included (15% discount on list price)	Included
Call-out Costs	Not included	Not included	Included
RESPONSE TIMES			
Fire Alarm Systems	-	Within 24 hours (see note 1)	Within 8 hours
Custodial Alarm Systems	-	Within 24 hours (see note 1)	Within 8 hours
Healthcare Communication Systems	-	Within 24 hours (see note 1)	Within 8 hours
UPGRADE OPTIONS			
8 hour Rapid Response (see note 1)	Not available	Optional	Included
Technical support with remote interrogation	Optional	Optional	Optional
Bespoke solutions to meet specific site requirements	Optional	Optional	Optional

Notes:

1. 24 hour response time to call-out does not apply during weekends and bank holiday periods. However, with Silver Care it is possible to upgrade an urgent request to 8 hour rapid response at additional cost, subject to the availability of engineers.