



Service & Maintenance Agreement Options:

For cell call and general alarm systems we recommend 'Gold Care' or 'Silver Care' providing operational testing of all devices and central control equipment. For clients who undertake their own regular testing of devices and only require the control equipment to be tested we offer 'Bronze Care'.

CUSTODIAL ALARM SYSTEMS (Cell Call & General Alarm)	BRONZE CARE	SILVER CARE	GOLD CARE
Scheduled service visits	Twice per annum	Twice per annum	Twice per annum
Device testing over 12 month period	1 device per circuit (local control units & head-end equipment)	All devices	All devices
Out-of-hours call-out facility	Not included	Included	Included
Priority site attendance	Not included	Included	Included
Equipment spares included	Not included (15% discount on list price)	Not included (15% discount on list price)	Included (see note 1)
Call-out costs included	Not included (preferential rates apply)	Not included (preferential rates apply)	Included
Guaranteed response within 24 hours	Not included (see note 2)	Included (see note 2)	Included (see note 2)
UPGRADE OPTIONS			
Technical support with remote interrogation	Optional	Optional	Optional
Installation specific requirements	Optional	Optional	Optional

Notes:

1. Excludes replacement of computers, monitors, batteries.
2. It is possible to upgrade an urgent request to rapid response at additional cost, subject to the availability of engineers.



Scope of Works (Gold Care & Silver Care)

During each visit the following will be carried out by engineers specialising in the servicing and maintenance of custodial alarm systems:

1. Operationally test all call devices, confirming correct operation of:
 - a) Officers' indicator panels.
 - b) Alarm devices.
 - c) Reassurance and other visual indicators.
 - d) Master display (where installed).
2. Examination of power supply units and confirmation that batteries and charging equipment are in good working order.
3. Interrogation of the File Server.
4. Carry out visual inspection of devices.
5. Issue a maintenance certificate and download data covering the work undertaken (system dependent).
6. Report any outstanding issues to the client.
7. On an annual basis, the following will be carried out:
Replacement of the CD-Rom within the File Server.

Scope of Works (Bronze Care)

During each visit the following will be carried out by engineers specialising in the servicing and maintenance of custodial alarm systems:

1. Operationally test one call device per panel, confirming correct operation of:
 - a) Officers' indicator panels.
 - b) Visual indicators.
 - c) Master display (where installed).
2. As for Gold Care and Silver Care.
3. As for Gold Care and Silver Care.
4. Not included.
5. As for Gold Care and Silver Care.
6. As for Gold Care and Silver Care.
7. On an annual basis, the following will be carried out:
As for Gold Care and Silver Care.