



Annual Service/Maintenance Terms & Conditions

Please note that the NSI Certificate of Compliance is valid for twelve months following the date of issue, after which a rolling pre-paid maintenance agreement must be in place for the certificate to remain valid.

Twelve Month Guarantee Period (New Systems Only)

1. Systems will receive between one and four routine (preventative) service visit/s during the twelve months following commissioning of the system at intervals set out in the service agreement.
2. Fault finding and replacement parts will be carried out free-of-charge except where:
 - The activation has been caused by user error (lost access code, account or passcard number)
 - Resetting is required following a genuine activation
 - Misuse or vandal damage to the system
 - Costs associated with investigation faults to/with telephone lines or equipment, this includes call charges where we are asked to investigate a panel indicating 'line fault' or 'phone trouble' etc.
3. **Please Note** 24 hour engineer attendance is not available to system where the offer of a service contract was not taken-up, in the event of a fault an engineer will attend site on the next working day.
4. An NSI Certificate of Compliance will be issued which is valid for twelve months following commissioning of the system, this certificate becomes void if the offer of a service agreement for the second or subsequent year is not taken up and payment received in a timely manner.

Second & Subsequent Years (Extent of Cover)

1. Annual service/monitoring charges are payable in advance and may not coincide with the actual month of a service visit:
2. The cost includes the routine service visit/s and the issue of an inspection certificate confirming the condition of the system.
3. The cost also includes access to the company's 24-hour standby service for emergency call-out visits. Maximum response times permitted without prior agreement:
Intruder Alarm Systems 4 hours – Fire Detection & Alarm Systems 8 hours – CCTV Systems 24 hours
4. Administration of detailed system records (where appropriate) as required by the Fire Brigade, NSI and Police ACPO Policy
5. To keep the cost of the annual service charge to a minimum, routine preventative maintenance visits will be carried out when an engineer is "working an area, we will attempt to accommodate individual customers requirements where possible however appointments are restricted to AM (08:30 to 12:00) and PM (14:00 to 16:30) A narrower time window may be agreed at a nominal additional charge.
6. Requests for a Call-Out will be responded to in 'good faith' on the understanding that the customer agrees to settle any invoice raised promptly, failure to comply with this request could result in service, monitoring and standby cover being withdrawn which may affect your insurance cover.
7. The service contract is a rolling-agreement and renewal invoices will be submitted annually, the contract may be cancelled by either party giving three months' notice in writing.

What is NOT Covered

1. Special visit/call charges, labour for fault finding and the cost of replacement or damaged parts are NOT COVERED under the standard agreement or where:
 - The activation has been caused by user error (lost access code, account or passcard number)
 - Resetting is required following a genuine activation
 - Misuse or vandal damage to the system
2. Costs associated with faults to/with telephone lines or equipment, this includes call charges where we are asked to investigate a panel indicating 'line fault' or 'phone trouble' etc.
3. Routine replacement of batteries in wire-free equipment where this may reasonably be considered a 'user function' and is not specifically detailed in the contract/service agreement.

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