

## Residential alarm maintenance agreements



What's included?	Silver Agreement	Gold Agreement	Platinum Agreement Available for systems installed or upgraded by Tickford within the past 3 years.	Alarm Monitoring Dual Com Digi Air
<b>Prices inc VAT &amp; PIR Batteries</b>	£9.95 p/m for 12 months	£15.95 p/m for 12 months	£24.95 p/m for 12 months	£14.95 p/m for 12 months
Panel Battery when required				Police Response subject to the issue of URN
Replacement equipment included				
Three system fault call-outs per year.				
One system fault call-outs per year.				
One alarm system maintenance visit at the start of the agreement year.				Key Holder Response
Technical helpline telephone support, 24/7, 365 days a year.				
Guaranteed four-hour response.				
Remote reset facility (Monitored alarms).				
Call-out to investigate faults and repair where possible.				

The Platinum Maintenance Agreement incorporates a comprehensive warranty for free replacement of all the electronic equipment, including batteries, during your agreement period, on a new for old basis, irrespective of age. The only chargeable exceptions being insured losses, wilful damage, interference or tampering with the equipment by a third party, or customers misuse or negligence. The Platinum Maintenance Agreement therefore provides you with a controlled budget for the period of your agreement and no hidden costs. The Gold Maintenance Agreement is only available on systems installed or upgraded by Tickford Security Systems Ltd. within the past three years. Replacement parts are chargeable for customers with either a Bronze or Silver agreement and those without an agreement.

## SERVICE & MAINTENANCE - INTRUDER ALARM



An inspection and test procedure will be undertaken at each scheduled maintenance visit consisting of checks to the following:

Tamper detection; setting and unsetting; entry & exit procedures; power supplies & circuits; operation of detectors, warning devices and the alarm transmission equipment.

Check the installation, including type, location and siting of all equipment and devices is in accordance with the system.

- Record (As Fitted)
- Clean all sensor covers
- Check the satisfactory operation of all devices including deliberately operated devices
- Check all cables and conduit are properly supported, undamaged and showing no signs of wear
- Check for sound physical fixings of all equipment including loosening or corrosion of supports and fixings
- Inspect all flexible connections
- Check and tighten all terminals
- Check mains and stand-by power supplies including charging rates
- Check control unit for correct operation
- Check remote signalling equipment
- Test remote signalling equipment to ARC
- Check all audible warning and alarm devices for correct operation
- Check the alarm system is fully operational
- Customer's system logbook checked and updated