

LifeTEC Alarm Maintenance

It is generally accepted that regular maintenance of an Intruder Alarm system will ultimately save money by preventing problems occurring and thus extending the life of the equipment. This is what is known in the industry as **Preventative Maintenance**.

This must not be confused, however, with **Corrective Action** resulting from the necessity to carry out emergency repairs.

It is recommended that a maintenance contract should always be in place as it is the only way to ensure that the system is still operational and functioning in the correct manner. Most insurance companies will not consider that the property *has* an intruder alarm unless the system is under a maintenance contract with an accredited company.

The problem with standard maintenance plans:

Look a bit closer and it can be found that a standard maintenance contract may not offer as much for the annual outlay as originally appears. It is very likely the contract expects a commitment to be made to upgrade the system when the service provider determines that it needs to be done.

Typically, the contract will cover for regular maintenance of the security system, together with any monitoring charges (if the system is connected to an alarm receiving centre). What it won't normally do is cover any faults that arise between one maintenance visit and the next. If it becomes necessary to call out an engineer because, say, the system can't be set or perhaps to stop the bell ringing, it is likely this will incur a charge at premium rates! The charge is quite often described in the small print of the contract.

Any system over six years old may be deemed by the service provider as a potentially obsolete system and in need of updating. It is unlikely that the precise cost of updating will be covered in the standard contract. This therefore becomes yet another unplanned and additional expense.

The Securicall Answer:

The Customer Support Facility (CSF) at Securicall has reacted to this area of concern and can now offer **LifeTEC** Intruder Alarm Maintenance Plan that is designed to save money and also help protect the environment in the process.



Remote Alarm Maintenance Unit (RM201)
- Improves service and reduces costs -

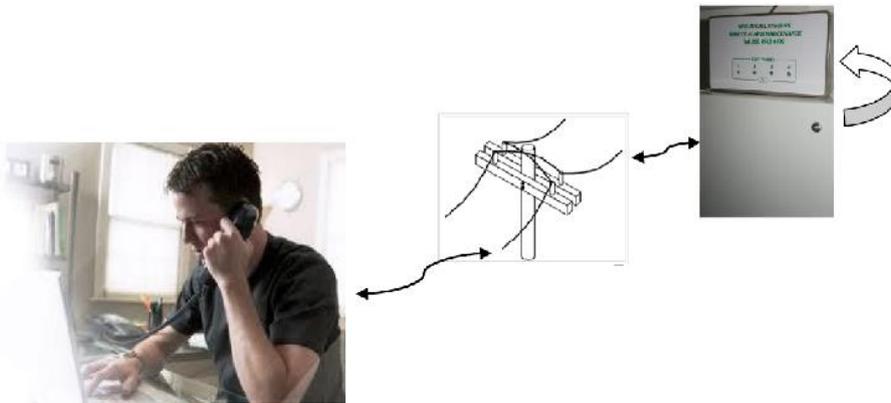


Our three stage commitment:

Firstly, we offer **life time cover** on specified items of equipment, e.g. detectors, control equipment, etc. - for as long as you have a maintenance contract with Securicall. Should these items become faulty, replacement items will be provided free with the only charge being for the labour associated with the change.

Secondly, we will supply and install our **Remote Maintenance System free of charge**, provided a maintenance contract is taken out with Securicall for a minimum of three years. This enables the cost of preventative maintenance to be considerably reduced while, at the same time, providing a far superior service - see RM201 literature for further information.

Finally, we aim to cover all repair costs if required at the rate shown in our standard price list (available on request) so there aren't any unplanned expenses.



Peace of Mind:

Our preventative maintenance and support procedures fully comply with and exceed the requirements of the latest British and European Standard (BS en 50131), which is also a requirement of major insurance companies.

Securicall Systems Ltd is regulated by the Security Systems and Alarms Inspection Board (SSAIB).

Based from our Regional Offices, Securicall can provide system planning, design, installation and support across the UK.

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