

## Customer Support

The Customer Support Facility (CSF) at Securicall can offer a range of support plans to suit your system needs. Whether it is one of our Standard packages or a personalised Service Level Agreements (SLA), we have the solution for you.

Think of a Service and Maintenance (S&M) contract for your security system as equivalent to combined regular servicing and breakdown cover on your vehicle. The type of service you would need would depend on the age and type of vehicle, as well as the last service it had.

A **Securicall** S&M contract works in a similar way. We offer a range of support options to suit a wide range of security systems, whether they be Intruder, CCTV, Access Control or a fully integrated system.

Contracts are calculated on a number of factors, such as:

- the number of inspections
- the type of security system fitted
- the replacement value and complexity of your system
- the ease of inspecting and servicing the installation

### What is included under warranty?

Under warranty, all faults which occur due to defective materials or workmanship will be repaired free of charge unless they have been caused by misuse, accidental or deliberate damage.

### Which one is best for me?

A Comprehensive Contract is ideal if you want to pay a fixed cost, with nothing else to pay for the life of the Contract designed for complete protection for intruder alarms only. Standard cover offers inspection visits and access to our call out services. All parts and labour are charged at our contracted rate.

### What is not covered or at extra cost?

- Faults due to misuse, accidental and deliberate damage, or caused by third parties e.g. line faults due to the actions of your telecoms provider.
- Certain consumable items, such as batteries, infra-red lamp bulbs etc.
- Replacement of obsolete parts (usually applies only to parts over 5 years old).
- Specialised access equipment, such as inspection platforms or scaffold towers.

### Key features & benefits

- **Peace of Mind**  
*You depend on your security system to provide safe and secure premises for your **staff and visitors** so it makes sense that it is kept in optimum condition, with 24 hour emergency cover that you can always count on when needed.*
- **Save Money**  
*Regular servicing will also ensure the maximum component life and result in lower system downtime. You will also save money by avoiding non-contracted*
- **Compliance**  
*Current industry standards, SSAIB, the Police and the Data Protection Act all require that security systems that fall within their remit are covered under a formal Agreement.*
- **Stay Covered**  
*Your insurance company will usually require you to regularly maintain your security system. If you have not arranged appropriate cover your insurance claims may be invalid. In addition all security systems that are Police calling or financed under a Lease Agreement must have a current maintenance contract.*

## Service Level Agreement: Standard Contract

- Preventative maintenance visits
- 24 hour Customer Help Desk
- Next-day callout response (4 hours for intruder alarms)
- Replacement parts cover for the first 12 months (Warranty)
- Labour cover for first 12 months only (Warranty)
- Contracted rates will apply after 12 months for labour charges
- Contracted rates will apply at all times if due to misuse, accidental or deliberate damage as per the contract terms and conditions

## Service and Maintenance: Comprehensive Contract

- Preventative maintenance visits
- 24 hour Customer Help Desk
- Next-day callout response (4 hours for intruder alarms)
- Replacement parts cover for life of contract
- Labour cover for life of contract
- Contracted rates will apply at all times if due to misuse, accidental or deliberate damage as per the contract terms and conditions

### **OTHER SUPPORT OPTIONS:**

- *Guaranteed for Life Scheme*
- *Remote Monitoring of your security system out-of-hours*
- *Remote Alarm Maintenance*
- *Remote Diagnostics*
- *Managed services*

*With a commitment to deliver high-value integrated solutions, the smart design approach adopted by Securicall reduces capital expenditure and on-going service costs.*

## Why Securicall?

Securicall is a market leader in the provisioning of security solutions operating over conventional and data networks. With unique understanding in this arena, Securicall delivers elegant, end-to-end fully integrated solutions with guaranteed performance - and quick return on investment.

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

**For more information contact:**

**Securicall Ltd**

*020 8643 4400*

[info@Securicall.co.uk](mailto:info@Securicall.co.uk)

[www.Securicall.co.uk](http://www.Securicall.co.uk)