

Security Maintenance Terms & Conditions

1. Preventative Maintenance:

Preventative maintenance work is carried out during normal working hours i.e. 9.00am to 5.00pm Monday to Friday inclusive. A preventative maintenance visit consists of a complete check and testing of your security systems to NSI NCP: 104 as in line with your SLA document.

2. Corrective Maintenance: Corrective Maintenance Service provides for a representative being on site within twenty-four hours or the next working day of the fault being reported to the company unless exceptional circumstances prevail. All new materials fitted will be charged at current prices if existing part(s) are out of warranty.

3. Pricing & Term: The Company reserves the right to review the maintenance charges annually and before applying any increase will provide the customer with one months notice in writing of any proposed changes. The contract may be cancelled by either party giving 21 days notice in writing to retentions@lansafe.co.uk. The contract term is 12 months from the date outlined in the agreement.

4. Payment: Monthly payments are invoiced on or around the 6th of each calendar month and collected by Direct Debit 21 days later. Annual payments are invoiced on completion of works or at the start of the agreement, then every 12 months.

5. CCTV Monitoring: The monitoring of CCTV systems will ensure all equipment is recording and in working order, the footage will not be stored off site, neither will the footage be viewed unless the customer requests retrieval. This contract includes footage retrieval services to the local authorities should the customer request so.

6. Site Visits: All site visits for maintenance and support are covered for all security services under this agreement, however the customer may be advised that repeat visits due to user error may be charged. All repairs caused by damaged equipment by break in or customer misuse are not covered.

7. Out Of Hours: Out of hours support is included in this agreement but, maintenance and on site attendance outside of normal business hours is not covered and call outs may apply (see SLA for advanced out of hours cover).

8. Police URN: For all monitored police URN systems, the authorities only allow 2 false alarms, the customer will lose the URN connection if a 3rd false alarm resulting in police response occurs.

9. Agreement Summary: This Agreement represents a Service Level Agreement ("SLA or "Agreement") between Lansafe Ltd and the Client for the provision of annual service requirements to support and sustain the agreed system as agreed on the front page of this SLA or as installed by Lansafe Ltd. This agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This agreement outlines the parameters of all services covered as they are mutually understood by both parties. This agreement is as per Lansafe Ltd terms and conditions.

10. Compliance & Maintenance Explained: Compliance is a legal requirement to carry out regular checks on systems such as emergency lighting and fire. The maintenance of such systems must be in accordance to BS Standards other systems such CCTV, Intruder and Access control must also be maintained in accordance to BS standards but are not a legal requirement under the health and safety law act. see www.lansafe.co.uk/security-compliance/

