



# **INTRUDER ALARM PREVENTATIVE MAINTENANCE AGREEMENT TERMS AND CONDITIONS**

**Important** May we ask that all Alarm owners report to Falcon Security Systems South East Ltd any changes in Keyholders Information held with our company within 48-hours.

The Noise and Statutory Nuisance Act (1993) which came into force on the 5th of January 1994 which gives Councils who have adopted the legislation the power to prosecute offenders in the case of an alarm that sounds for more than 15 minutes, or gives repeated false alarms. This applies in the case of both Domestic and Commercial situations.

It is a condition of Police (NPCC) Insurance company and National Security Inspectorate (NSI) regulations that response can be withdrawn where an alarm is not maintained to British and European standards. Alarms fitted with Communicators are required to be maintained twice a year. All audible alarms must be maintained once a year and all in accordance with the NSI scheme as in force.

**Failure to conform to the above regulations could affect any insurance claim you may make in that you have not taken sufficient regard for the security of the insured property.**

1. We reserve the right to refuse acceptance of any system that has been altered or repaired by other than our own operatives during the Maintenance Agreement.
2. The Preventative Maintenance Agreement will cover all annual and six monthly service visits, also all Emergency fault call outs (**See Option 4**) throughout the maintenance agreement and run for a full 12 months then carry on from year to year. The contract may be cancelled by either party giving at least 21 days notice in writing only please.
3. This contract does not cover faults arising from misuse, neglect or faults caused by power surges, electromagnetic radiation, lightning strike or broadband/telephone line faults or any other event outside the control of the installing company.
4. Please note Faults caused by **customer error** are not covered under this annual maintenance contract and may be chargeable.
5. The benefits of this contract are available only when the work is carried out by employees of Falcon Security Systems South East Ltd but are assigned upon any change of ownership of the premises.
6. **PREVENTATIVE MAINTENANCE**  
Preventative maintenance work is carried out during normal working hours i.e. 9:00am to 5:00pm Monday to Friday inclusive. All Preventative maintenance visits consist of a complete check and testing of your installed intruder alarm system to PD6662 Scheme as in force and NSI requirements. This is carried out once a year for all audible systems, twice a year for all remote signalling/police call systems.
7. **CORRECTIVE MAINTENANCE**  
Corrective maintenance service provides for a representative being on site within four hours or the next 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.
8. **PRICING**  
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 only.