



# FALCON SECURITY SYSTEMS SOUTH EAST Ltd



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## CCTV PREVENTATIVE MAINTENANCE AGREEMENT

The annual preventative/corrective maintenance charge for your system £

Customer Ref. No

Contract No

The maintenance of the CCTV system, installed at the premises shown below will commence on:  
(date) .....being twelve months from the date of installation.

Customer Name.....

Contract Name..... Date .....

Address (inc. postcode)..... Customer Ref.No.....

..... Telephone No.....

..... Mobile .....

Email.....

PMA ☐

MAINTENANCE CHARGE £/.....

SUB TOTAL £/.....

VAT @ % £/.....

TOTAL £/.....

RECEIVED THE SUM OF £/.....

Customer's Signature..... Representative.....

### PAYMENT METHOD

By INVOICE ☐

# CCTV PREVENTATIVE MAINTENANCE AGREEMENT

## TERMS AND CONDITIONS

It may be a condition of the Police (NPCC) or your Insurance company that the CCTV system installed at the Preventative Maintenance Agreement contract address is maintained in accordance with National Security Inspectorate (NSI) NCP: 104, British European Standards, CCTV systems will be maintained once a year by our company.

**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 one annual service visit also all Emergency fault call outs (**See Option 4**) throughout the maintenance agreement and run for a full 12 months. The maintenance agreement will carry on from year to year and 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. A Preventative maintenance visit consists of a complete check and testing of your CCTV system to (NSI) NCP: 104 Scheme as in force once a year.
7. **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.
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.