

FALCON SECURITY SYSTEMS SOUTH EAST Ltd



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FIRE ALARM PREVENTATIVE MAINTENANCE AGREEMENT

The annual preventative/corrective maintenance charge for your system PMA £
Customer Ref. No
Contract No

The maintenance of the Fire Alarm system, installed at the premises shown below will commence on:
(date) being six/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	£/.....
MONITORING CHARGE (FIRE)	£/.....
SUB TOTAL	£/.....
VAT @ %	£/.....
TOTAL	£/.....
RECEIVED THE SUM OF	£/.....

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

PAYMENT METHOD

By INVOICE

FIRE ALARM PREVENTATIVE MAINTENANCE AGREEMENT

TERMS AND CONDITIONS

It may be a condition of your insurance company and the National Security Inspectorate (NSI) regulations that your fire alarm system is maintained under a valid maintenance contract with an approved fire alarm systems maintenance company. All fire alarm systems installed and maintained by Falcon Security Systems South East Ltd are maintained twice a year (every rolling six months) all in accordance with the NSI schemes as in force at the time of the valid maintenance contract

Please note failure to conform to the above regulations could and may affect any insurance claim you make in that you have not taken sufficient regard for the safety of the insured property.

1. We reserve the right to refuse acceptance of any fire alarm system that has been altered or repaired by other than our own operatives during this 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, thereafter carry on year to year on a rolling 12 month contract. The Preventive maintenance contract may be cancelled by either party giving at least 21 days' notice in writing only please.
3. This contract does not cover faults or parts 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 Falcon Security Systems South East Ltd.
4. Please note faults caused by **customer error** are not covered under this annual preventative 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 our normal working hours i.e., 8.30am to 5pm Monday to Friday inclusive. **Fire alarm** Preventative maintenance visits consist of a detailed and complete check and testing of your installed fire alarm system over two visits of your rolling twelve-month contract. All systems will be maintained in accordance with NSI regulations as in force at the time of visit.

7. CORRECTIVE MAINTENANCE

Corrective maintenance service provides for a representative of our company being on site within eight hours of the fault being reported to us, unless exceptional circumstances prevail. All new parts fitted will be charged at current prices if existing part(s) are out of warranty. Falcon Security systems South East Ltd will always strive to source parts for older fire alarm systems but this cannot be guaranteed.

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 or by telephone call of any proposed changes. The contract may be cancelled by either party giving 21 days' notice in writing only.