



Our Business is Protecting Yours

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Service and Maintenance - Intruder Alarm

Please note – If the proposed system requires police response then two service visits per year are mandatory. If you fail to have the system serviced or maintained then the police will remove all automatic response. Regular service has been proved to reduce false alarms and wasted police time.

Please note – If the proposed system is a requirement of your insurance company they will also require that your system is serviced or maintained in line with the current standards and current police requirements. Failure to have the system serviced or maintained or the loss of police response will mean that the insurance company may refuse to pay out after a break-in. Regular service has proved to be the only way to ensure that the system is working correctly.

The requirement is that the system MUST receive a service or maintenance visit by an alarm company engineer every 6 months.

Note – one of these visits MAY be carried out remotely by the alarm company via the telephone line and the modem.

The Service Agreement will include provision for all call-outs, parts and labour, under our normal terms and conditions. In addition to the Services, AlertSystems will carry out two scheduled maintenance visits per annum.

An inspection and test procedure will be undertaken at each scheduled maintenance visit consisting of checks to the following:

Tamper detection; setting and unsetting; entry & exit procedures; power supplies & circuits; operation of detectors, warning devices and the alarm transmission equipment.

Check that the installation, including type, location and siting of all equipment and devices is in accordance with the System

- ✓ Record (As Fitted)
- ✓ Clean all sensor covers
- ✓ Check the satisfactory operation of all detection devices including deliberately operated devices
- ✓ Check all cables and conduit are properly supported, undamaged and showing no signs of wear
- ✓ Check for sound physical fixings of all equipment including loosening or corrosion of supports and fixings
- ✓ Inspect all flexible connections
- ✓ Check and tighten all terminals
- ✓ Check mains and stand-by power supplies including charging rates
- ✓ Check control unit for correct operation
- ✓ Check remote signalling equipment
- ✓ Test remote signalling equipment to ARC or Police Control Room
- ✓ Check all audible warning and alarm devices for correct operation
- ✓ Check the alarm system is fully operational
- ✓ Customer's system logbook checked and updated

