



Service Plans

Intruder Alarms

Service plan options

We have developed three standard service plans:

Standard Plus: Provides routine maintenance and access to our call-out services, 24 hours a day.

Comprehensive: Provides full service including call-out charges, free fitting of replacement part for normal wear and tear on ADT systems.

All Inclusive: Provides all the benefits of Comprehensive plus much more. Expert support without unexpected costs.

SERVICE	Standard Plus	Comprehensive	All Inclusive
Support from our 24-hour Service Bureau	•	•	•
Availability of our Technicians 24 hours a day, 365 days a year	•	•	•
4-hour response to all emergency callouts (subject to contract)	•	•	•
Routine inspections	•	•	•
Minor adjustments during inspection	•	•	•
12-month warranty for additionally fitted equipment	•	•	•
Free review of your fire and security requirements	•	•	•
Remote Engineering Support- ROC including alarm resets over the phone	•	•	•
Replacement parts because of normal wear and tear	•	•	•
Engineer callouts charges		•	•
All Parts and Labour relating to; Break in, smoke or water damage, acts of vandalism, misuse that from a 3rd party (direct or indirect), acts of nature and telecom faults			•
Equipment lifetime guarantee if the system is rented and installed by ADT Fire and Security			•
Parts with a finite life cycle, such as Batteries, IR Lamps, Bulbs, Cards.*			•

ADT Service Plans



What does a maintenance visit involve?

Inspection

- Check whether the customer has experienced any problems with the system
- Check mains and stand-by power supplies including charging rates
- Check the satisfactory operation of all detection devices including deliberately operated devices
- Check control unit for correct operation
- Check and test remote signalling equipment
- Check all audible warning and alarm devices for correct operation
- Check the alarm system is fully operational
- Check operation of keypads and LEDs
- Repair any minor faults
- Provide answers to any questions or queries that the customer may have.

All work carried out on site, together with time of arrival and departure is recorded on a record sheet. The service engineer will also note any deficiencies in the system and recommend work required to maintain full, trouble free operation. This record sheet is shown to you and a copy provided for placing on file.

With the Comprehensive, engineer call-out charges are included except in the case of where the system has been damaged by users or third parties or as a call out due to customer mis-operation. Damage due to Fire, Storm, Flood or Act of Nature, will be chargeable. With all plans, charges will be made for replacement of batteries, lamps/bulbs and emergency lighting lamps. Full details are in the contract terms and conditions.

In an All Inclusive service and maintenance plan these call outs and parts are covered.

ADT's Remote Engineering Support (ROC) service is available to compatible intruder alarm systems. Resets available on the Comprehensive plan, full access for All Inclusive.

In compliance with relevant Police Force requirements, a limited number of Remote Resets can be given, in circumstances where the cause of the alarm activation is known. Provided a remote reset device is fitted/enabled on the system

* Replacement parts and labour with a finite life cycle, such as Batteries, IR Lamps, Bulbs, Cards, Printer Ribbons, VCR Heads, only covered on the All Inclusive plan,

Operating system changes and upgrades or system modifications / alterations (i.e. additions to the system, relocation of equipment). Changes to Industry Requirements (i.e. changes that deem the system to be inoperable). Obsolescence of Equipment Installed. Third party service provider interference-such as a change in telephone line provider (i.e. changing from Sky to Virgin) are not covered in any service plans. Any parts and labour in relation to these types of work are chargeable.

For further information on how ADT can help you, contact your local ADT office or phone free on **0344 800 1999** or visit us at **www.adt.co.uk**

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ADT Always There