



Service Plans

CCTV Systems

Choose from one of three service plans which ADT Fire and Security has developed to meet our customers' specific needs. ADT has a specialist team of over 1000 service engineers operating throughout the UK & Ireland, who will check your system is in full working order.

Service plan options

We have a specialist team of over 1,000 service engineers operating throughout the UK & Ireland. The level of service they provide will depend on the service level you select.

We have developed three standard service plans:

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

Standard Plus: Provides the benefits of Standard and includes call-out charges.

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

SERVICE	Standard	Standard Plus	Comprehensive
Support from our 24 hour Help desk	●	●	●
Availability of our Technicians 24 hours a day, 365 days a year	●	●	●
8 hour response to all emergency call-outs (subject to contract)	●	●	●
Routine inspections	●	●	●
Minor adjustments during inspection	●	●	●
12 month warranty for additionally fitted equipment	●	●	●
Free review of your fire and security requirements	●	●	●
Engineer call-out charges*		●	●
Free fitting of replacement parts as a result of normal wear and tear			●
Equipment lifetime guarantee if the system is rented and installed by ADT Fire and Security			●

*With the Comprehensive and Standard Plus plans, 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. Nor are the charges included if the system has been damaged by fire, storm damage, flood, or act of God. With all plans, charges will be made for replacement of batteries and lamps/bulbs. 10,000 hour service on video recorders on CCTV systems is not included in any of the service plans. Please refer to your contract terms and conditions for further details.



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What does a maintenance visit involve?

Inspection

- Check whether staff have experienced any problems with the system
- Carry out a visual inspection of all major components (including cabling and connections where accessible) for signs of deterioration or damage, and rectify as necessary.

Cameras

- Examine supporting brackets and towers for signs of corrosion and damage
- Check physical condition of cameras and housings for signs of deterioration or damage
- Check that field of view is correct
- Check that all camera bracket fittings and clamping bolts are tight
- Check that lenses are correctly focussed
- Check operation of auto-iris lenses
- Clean housing windows as necessary
- Check that washer bottles are full, refilling as necessary
- Check operation, blade condition and parking position of wiper unit, adjusting stop position if necessary
- Check condition of pan/tilt unit, adjusting position of end stops and presets where applicable
- Check operation of infra-red units

Monitor

- Check physical condition and cable connections
- Check operation of controls and adjust for best picture

Controls

- Check physical condition and cable connections
- Check Operation of Digital Video Recorders, or Network Video recorders , including external alarm interfaces when fitted
- Check time/date settings and adjust if necessary
- Check operation of telemetry controllers

Video Controllers

- Check hours run indicator and recommend for removal for service as appropriate
- Check condition as necessary
- Check operation controls and make a short test recording
- Check time/date settings and adjust if necessary
- Check that timelapse setting is correct

Before Leaving

- Provide answers to any questions or queries that the client 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.

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