



Service Plans

Electronic Article Surveillance (EAS)

ADT's range of EAS systems consistently help retailers to deter theft, prevent loss, increase sales and profitability, improve staff safety and create peace of mind. Maintenance therefore must be undertaken on a regular basis in order to deliver the security they depend on.

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			●

*Please see reverse



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What does a maintenance visit involve?

Inspection

- Check that pedestals with hard tag (Permanent Tag), alarm and flash (if a RX or Transceiver pedestal)
- Check that remote alarm sounds with a hard tag – FloorMAX, DoorMAX, and Loop Systems
- Check that all pedestals are securely fixed
- Check that all base covers and antennas are not cracked or broken and ensure that they are secure
- Check that grid/filter air intake of cooling fans on control boxes are clean and not obstructed
- Check and ensure that DoorMAX, Ranger and Satellite antennas are secure
- Check and ensure that Ultrapost and Asset Pro pedestals are securely fixed. Open primary pedestal cover and ensure that air take holes are clean to allow free air flow for cooling of power supply/transmitter PCB
- Check that health warning labels are displayed
- Check with hard tag that all de-activation pads bleep and thump on de-activation
- Check that all remote key switches are secure and operate correctly and that they have keys. (If keys are missing, advise the Manager to have some cut)
- Make sure that cables between control boxes, pads and remote key switched are both intact and secure
- Check with hard tag that Double Checkers 'bleeps' and L.E.D. lights up. Ensure that the patch cord and transformer are intact and secure
- Check with a hard tag that power detachers will release the pin and ensure that the patch cord and transformer are intact and secure. Ensure that detacher locks and unlocks correctly (key or code)
- Check hand detacher that pin is not bent or broken and ensure that it is secured with its lanyard
- Using engineers laptop, ensure that the system is correctly synchronised.

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 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. 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.

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ADT 213 / Issue 5 / September 2017 cc4220AD

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