



Service Plans

Intruder Alarms

Any intruder alarm installation is a sensitive and complex system. To maintain that sensitivity and your protection it must be serviced on a regular basis.

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 Service Bureau	●	●	●
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			●
Operating Systems upgrades on ADT installed systems			
Equipment lifetime guarantee if the system is rented and installed by ADT Fire and Security			
Remote Engineering Support**			
Resetting of your intruder system, i.e. reset over the phone which does not require a Technician's visit***			

*, **, *** Please see reverse



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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 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.

** ADT's Remote Engineering Support (RESOLVE) service is available to compatible intruder alarm systems.

*** In compliance with relevant UK 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.

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