Service Plans
Access Control Systems

Access control systems are subject to continuous use and frequently to harsh treatment. To ensure your security is not compromised they must be serviced on a regular basis.

Service plan options

We have a specialist team of over 1,000 service engineers operating throughout the country. 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

Service Plans
Access Control Systems

What does a maintenance visit involve?

Inspection

- Check whether staff have experienced any problems with the system

- Check mains and stand-by power supplies including charging rates

- Check operation of all door contacts

- Check operation of door ajar sounders (where fitted)

- Check operation of locks/strikes and report any malfunction

- Check operation of door closures

- Check operation of emergency breakglass/mechanical exit

- Check operation of readers

- Check operation of keypads and LEDs

- Check communications with all controllers and reset error counts

- Check one alarm input and one control output on each Input/Output controller

- Provide software upgrades subject to Software Support Agreement**

- Check door open times

- Back-up historic data and database. Ensure the customer keeps this in a secure location

- Verify correct operation of doors in a fire condition

- Carry out any minor adjustments

- 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.

** We will arrange for a separate Software Support Agreement (SSA) to be in place with the system manufacturer under a separate agreement and charge.

For further information on how ADT can help you, contact your local ADT office or phone free on **0800 010 999** or visit us at **www.adt.co.uk**

A Tyco Business