

Intruder Alarms

Service & Maintenance Plan Options

Choose from one of our three Service and Maintenance Plans which Chubb Electronic Security has developed to meet our customers' precise needs and requirements. We have a dedicated team of 250 highly trained service engineers operating in local teams throughout the country, who will regularly check your system is in full working order.



Service	Comprehensive Plus	Comprehensive	Standard
Support from our 24-hour Customer Service Help Desk	✓	✓	✓
Availability of our Engineers 24 hours a day, 365 days a year	✓	✓	✓
4-hour response to all emergency call-outs (subject to contract)	✓	✓	✓
Preventative maintenance visit(s)	✓	✓	✓
Free review of your security requirements	✓	✓	✓
Labour cover for call-outs*	✓	✓	3 month only
Replacement parts cover*	✓	✓	
Minor adjustments during inspection	✓	✓	
Keyholding response	✓		
Arrange securing of the property after an incident	✓		

Note:

*With Labour cover, engineer call-outs are included except in the case of where the system has been damaged by users or third parties. With all plans, charges will be made for consumables such as batteries, lamps, bulbs etc. Damage due to Fire, Storm, Flood or Act of God will be chargeable. Please refer to your contract Terms & Conditions for further details.

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What is included in a Maintenance Visit?

1. Check whether the customer has experienced any problems with the system
2. Carry out a visual inspection of all major components (including cabling and connections where accessible) for signs of deterioration or damage
3. Check and test battery, mains and remote power supply unit condition and performance
4. Check control unit for correct performance
5. Check and test remote signalling equipment with Monitoring Centre
6. Check and test all audible alarm and warning devices for correct operation
7. Check condition, connection, coverage and performance of all detection devices, including those being deliberately operated
8. Check operation of keypads and displays
9. Check the alarm system is fully operational
10. Carry out minor adjustments
11. Resolve customer questions and queries

All work carried out on site, along with arrival and departure times, are recorded on the Certificate of Inspection sheet. The service engineer will also note down any deficiencies in the system and recommend work required to maintain full, trouble free operation. A copy of the Inspection sheet is left with the customer.

Call free on: 0800 282 494

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