

Service & Maintenance Plan Options

Choose from one of our 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	Standard
Support from our 24-hour Customer Service Help Desk	✓	✓
Next working day response to all call-outs	✓	✓
Preventative maintenance visit	✓	✓
Free review of your security requirements	✓	✓
Labour cover for call-outs*	✓	3 month only
Replacement parts cover for life of contract*	✓	
Minor adjustments during inspection	✓	

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.



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 connection where accessible) for signs of deterioration or damage
3. Examine supporting brackets and towers for signs of corrosion and damage
4. Check physical condition of cameras and housings for signs of deterioration due to rain, dust and dirt
5. Check camera focus, operation of auto-iris lenses and that field of view is correct
6. Clean camera lenses / housings as necessary
7. Check operation and condition of wiper blade and parking position of wiper unit (adjusting stop if necessary), and check washer bottle levels
8. Check condition of pan/tilt unit, adjusting position of end stops and presets where applicable
9. Check operation of infra-red lamps where applicable
10. Check operation of monitor controls and adjust for best picture
11. Check operation of switchers, multiplexers and any telemetry controllers where applicable, including external alarm interfaces where fitted
12. Check time/date settings on controls and adjust where necessary
13. Check operation controls and make a short test recording of video recorders
14. Check time/date and time lapse settings on VCRs/Digital Recorders and adjust if necessary
15. Check hours run indicator on VCR and recommend removal for service where appropriate
16. Check the CCTV system is fully operational
17. Carry out minor adjustments
18. 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

Chubb Electronic Security Ltd, Chubb House, Staines Road West,
Sunbury-on-Thames, Middlesex TW16 7XY

www.chubb.co.uk

