

# Access Control

## 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	✓	
System software upgrades on Chubb installed systems**	✓	

### 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.

\*\* Subject to System Support Agreement which applies to Monitor AFx products only.

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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 connection where accessible) for signs of deterioration or damage
3. Check all power supply voltages and charging rates, at door controller(s). Confirm communication failure report to PC (if applicable)
4. Check the operation of door contacts (where fitted) for correct indication of door forced & door held open alarms
5. Check any alarm inputs or outputs for correct operation
6. Check operation of egress buttons & emergency break glass releases
7. Check door unlock times
8. Check readers with a valid and an invalid card/pin for correct operation and exception reporting
9. Check keypads where fitted
10. Check operation of locks and correct door closure, report any malfunction
11. Verify correct operation of doors in a fire condition, where appropriate
12. Check satisfactory operation of PC software and advise customer on the back-up of the database where applicable
13. Verify remote operation of locks from PC software (if applicable)
14. Check the Access Control system is fully operational
15. Carry out minor adjustments
16. 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](http://www.chubb.co.uk)**

