

SERVICE/ MAINTENANCE CONTRACT FOR INTRUDER DETECTION SYSTEMS



Date:

Ref:

SERVICE/ MAINTENANCE CONTRACT FOR INTRUDER DETECTION SYSTEMS

Plan Duration: 12 months

What is my contract entitlement?

- As a contracted customer your system will be monitored via our health monitoring service and receive one check-up to make sure your system is operating correctly during the year of subscription.
- Any system failures as a result of works undertaken by our engineers will be repaired without charge.
- Exclusive savings of 10% for any device you wish to purchase to further expand your system.
- 24hr telephone support in case of emergencies.

What is the health monitoring service?

Your system will be connected to our service and monitored 24/7 for the contract period which monitors for any faults should they arise on your system.

What platform will you use to monitor my system: AJAX PRO Monitoring Suite.

What does the annual visit include?

- A visit from one of our friendly service engineers to conduct a full test of your system.
- Replacement of any batteries as required.
- Any firmware updates to main hub and all attached devices.
- Any minor changes to automation or arming schedules.

How much does this cost?

The cost of this maintenance contract is: included in the cost of your initial installation.

How do I renew my contract with Rotor Pixel Technologies?

Simple, just tick the relevant box below, sign and return

Yes, I would like to renew my service/ maintenance contract with Rotor Pixel Technologies.

☐

No, I don't wish to renew my contract with Rotor Pixel Technologies at this time.

☐

Your Signature _____

Date _____

Preferred contact number _____ Preferred Email Address _____

Alternatively complete our application at www.rotorpixeltechnologies.co.uk



Please find below a list of call-out rates for your information.

		Contract Customers Pay	Non-Contract Customers Pay
INITIATION COSTS	Call out charge	£0	£195.00
	Cost per mile from TA21 9LA	£0	£1.95
MON-FRI 0800 – 1800HRS (DAYTIME RATE)	First hour on-site	£65.00	£85.00
	Per hour thereafter	£35.00	£70.00
MON-FRI 1800 – 0800HRS (NIGHT RATE)	First hour on-site	£85.00	£105.00
	Per hour thereafter	£52.50	£95.00
SAT- SUN 0800 – 1700 (WE DAY RATE)	for the first hour on-site	£95.00	£110.00
	per hour thereafter	£85.00	£130.00
SAT, SUN 0800 – 1700 (WE NIGHT RATE)	First hour on-site	£120.00	£145.00
	Per hour thereafter	£110	£125.00

Financial – Terms

Invoices will be rendered to the client upon completion of the works, except when the contract period is for more than 30 days, in which case invoices will be rendered monthly.

Prices are strictly net.

All equipment remains the property of Rotor Pixel until such time as the balance in full has been paid by the client.

Retention is not applicable to these works, and therefore will not be applied to invoices and/or statements.

Payment of each invoice shall be made by the client, in cleared funds, no later than 28 days from the date of each invoice.

If payment is not made within 14 days, interest will be charged on the invoiced sum, at a rate of 8% above the base-lending rate of Lloyds TSB Bank Plc.

Banking Details:

Sort Code: 60-83-71

A/C No: 85701668

Account Name: Rotor Pixel Technologies Ltd

Email address for remittance advice: info@rotorpixel.co.uk

Other:

Terms and Conditions available on request.

Please note that this quotation will be remain valid for a period of 1 months after this time, the works may need to be revisited and a new quotation proposed.