

# Gateway Alarms.ie

## Electronic Detection

No. 22 Ash Meadow House  
Drumboe  
Sranorlar  
Co. Donegal

Office: 0818 228 008

Mobile: 087 965 32 43

Web: [www.gatewayalarms.ie](http://www.gatewayalarms.ie)

Email: [accounts@gatewayalarms.ie](mailto:accounts@gatewayalarms.ie)

### Maintenance Agreement

| CUSTOMER DETAILS  |          |             |             |
|---|----------|-------------|-------------|
| Name  |          | Trading as  |             |
| Limited   | PLC      | Sole Trader | Partnership |
| E-mail  |          | Address     |             |
| ADDRESS FOR THE SYSTEM PREMISES                         |          |             |             |
| ADDRESS (IF DIFFERENT) WHERE WE SHOULD SEND OUR INVOICE |          |             |             |
| Address   |          | Address     |             |
| City/Town   |          | City/Town   |             |
| County  | Postcode | County      | Postcode    |
| Telephone   |          | Telephone   |             |

| SYSTEM AND SERVICES |  |
|---------------------|--|
| System type         | <input type="checkbox"/> Intruder            |
|                     | <input type="checkbox"/> Fire Alarm          |
|                     | <input type="checkbox"/> Fixed Extinguishing |
|                     | <input type="checkbox"/> Access Control      |
|                     | <input type="checkbox"/> CCTV                |
|                     | <input type="checkbox"/> Emergency Lighting  |
|                     | <input type="checkbox"/> Medical Alarms      |

| THE YEARLY MAINTENANCE CHARGES |  |
|--------------------------------|--|
| Our yearly service is:         |  |
| The charge:                    | -covers the monitoring of the system;<br>-is payable in advance<br>-and can vary |
|                                | € <input type="text"/> a year inc VAT  |
| 12 month                       | <input type="checkbox"/>   |
| 24 month                       | <input type="checkbox"/>   |
| 36 month                       | <input type="checkbox"/>   |

| SIGNATURES   |                      |
|--|----------------------|
| 1 Please read whole of this document and check that all the details above are correct  |                      |
| 2 This agreement does not apply until our authorised person has also signed it. The date next to our authorised person's signature will be the date of the agreement             |                      |
| Signature of customer  | Date                 |
| <input type="text"/>   | <input type="text"/> |
| Please print name  | Position held        |
| <input type="text"/>   | <input type="text"/> |
| 3 Date Protection: we may from time to time use the data you have provided in this agreement to communicate to you details about us, our products or other marketing information |                      |
| -If you do not wish to receive such information, please tick this box <input type="checkbox"/>   |                      |
| Our authorised person's signature  | Date                 |
| <input type="text"/>   | <input type="text"/> |
| Please print name  |                      |
| <input type="text"/>   |                      |

## ROUTINE MAINTENANCE DETAIL

### 1 Fire Detection Systems

- a) Check history of system since last maintenance visit.
- b) Visually inspect premises for changes in structure or occupancy.
- c) Check mains and stand-by power supplies including charging rates.
- d) Operate a minimum of one detector & one call point per zone (All Detectors & callpoints to be checked at least once per year.)
- e) Check that all sounders operate correctly.
- f) Check for the correct operation of any auxiliary units.
- g) Check that control equipment operates correctly.
- h) Check that signals are received at the alarm receiving centre (where applicable.)
- i) Repair any minor faults.
- j) Log test results.
- k) Return system to operational status.

### 2 High Sensitivity (Aspiration) Smoke Detection Systems (All items where applicable in section 1 PLUS.)

- a) Ensure correct operation of control equipment.
- b) Inspect pipe work & clear any obstructions.
- c) Clean / replace filters.

### 3 Gaseous Extinguishing System (All items where applicable in section 1 PLUS.)

- a) Ensure correct operation of control equipment.
- b) Inspect pipe work and connections.
- c) Check valves are functioning correctly.
- d) Label gas cylinders with date of inspection.
- e) Check that warning signage is adequate.

### 4 Emergency Lighting Systems

- a) Check history of system since last maintenance visit.
- b) Visually inspect premises for changes in structure or occupancy.
- c) Check mains & stand-by power supplies including charging rates.
- d) Isolate mains supply to luminaries for required duration and check luminaries that are functioning correctly.
- e) Carry out minor adjustments / repairs and report any bulb failures.
- f) Log test results.
- g) Return system to operational status.

### 5 Intruder Alarms

- a) Check history of system since last maintenance visit.
- b) Visually inspect premises for changes in structure or occupancy.
- c) Check mains & stand-by power supplies including charging rates
- d) Ensure the correct operation of all control equipment.
- e) Check the satisfactory operation of all detection devices including deliberately operated devices.
- f) Check the satisfactory operation of all audible warning & alarm devices.
- g) Check & test remote signalling equipment (where fitted.)
- h) Make any necessary adjustments.
- i) Log test results.
- j) Return system to operational status.

### 6 Closed Circuit Television (CCTV) Systems

- a) Check history of system since last maintenance visit.
- b) Visually inspect all major components (incl cabling & connections where accessible) for signs of deterioration or damage and rectify as necessary.
- c) Check all control equipment (eg monitors, DVRs, multiplexers, telemetry units) for correct operational and programming (incl time/date settings)
- d) Clean cameras lenses & housings as necessary.
- e) Inspect brackets, towers & associated fittings for corrosion or damage. Ensure clamping bolts/brackets are tightened correctly.
- f) Check wash/wipe facility where fitted for correct operation & fill washer bottles where necessary.
- g) Check lenses for correct focussing & operation of auto-ins and adjust as necessary.
- h) Check lenses for correct field of view and adjust as necessary.
- i) Check operation of infrared units and photocells (where fitted.)
- j) Check the satisfactory transmission of images to remote site (where applicable)
- k) Repair any minor faults.
- l) Log test results.
- m) Return system to operational status.

### 7 Access Control Systems

- a) Check history of system since last maintenance visit.
- b) Check mains & stand-by power supplies including charging rates
- c) Check all control equipment (eg readers, pin-pads, locks, strikes, closures) for correct operation and programming (inc. time/date settings.)
- d) Check input/output controllers for correct operation.
- e) Check emergency break-glasses and manual exit devices for correct operation.
- f) Back-up historic data and database.
- g) Carry out any minor adjustments or repairs.
- h) Log test results.
- i) Return system to operational status.

### 8 Medical Alarms

- a) Check history of system since last maintenance.
- b) Check mains & stand-by power supplies including charging rates.
- c) Ensure the correct operation of all control equipment.
- d) Ensure the correct operation of all handsets and fixed call buttons.
- e) Check all audible visual warning and alarm devices for correct operation.
- f) Carry out any minor adjustments or repairs.
- g) Log test results.
- h) Return system to operational status.

### THE GATEWAY ALARMS SERVICE AND MAINTENANCE PLAN INCLUDES THE FOLLOWING:

- One visit to your premises at the end of every twelve months in order to carry out preventative maintenance in accordance with the Irish and European standards detailed below.
- The provision of a *Gateway Alarms* security engineer call-out facility 24 hours per day, 7 days per week, 365 days per year, should you ever need it. Response time to emergency call-outs is estimated to be no longer than 24 hours.
- All labour costs for the callout associated with an emergency breakdown of the system will be charged at a reduced rate. If parts are required, these are chargeable.

### TERMS AND CONDITIONS – MAIN PROVISIONS–MAINTENANCE & MONITORING

- The Gateway Alarms Service and Maintenance plan includes Intruder Alarms, Fire Alarms, Fixed Extinguishers, Access Control Systems, CCTV, Emergency Lighting Systems and Medical Alarms within Domestic, Commercial and Industrial Premises.
- The plan excludes DIY systems.
- The following are chargeable for both labour and parts:- all visits to faults caused by Acts of God; failure of power supply; fire; damage caused by the customer or by the customers negligence; wilful damage by any other person or animal.
- You can cancel you maintenance contract at any time with no questions asked. \*\*
- Full Terms and Conditions are available on request.
- This is a rolling contract ie if contract is signed for 36 months, once the 36 months expires, the contract renews automatically into another 36 months. This stands for both maintenance and monitoring agreements.

**\*\*If you wish to terminate this contract, you must send in written notice 24 days prior to renewal date.**