



Intruder Alarm systems should be regularly serviced to check all detection devices perform as required, warning devices operate correctly, communications devices signal and are received correctly by the Alarm Receiving Centre, and that batteries and power supplies are measured for operation and efficiency.

Bells Only systems require one service visit per year and Monitored systems require two service visits per year by an accredited Alarm installer.

We offer three maintenance packages, Warranty, Silver and Bronze which are listed below. Unlike other Alarm installers, Broadsword doesn't agree charging again for benefits which are covered under the system warranty, that's why we have a warranty package which covers the service visits but at a reduced rate. "Warranty" is for new systems installed by Broadsword. Bronze contracts are for systems installed by others (take-overs) or if you need to make a saving on ongoing costs. Silver Maintenance contracts are offered to customers where Broadsword has installed the Alarm System and a more comprehensive cover is required.

INTRUDER ALARM SYSTEM MAINTENANCE PACKAGES AND BENEFITS

	What's the benefits?	Warranty	Bronze	Silver
1	Equipment including Batteries	Included		
2	Preventative Maintenance (Service visits) One visit per year for Bells Only, two visits for Monitored systems	Included	Included	Included
3	Emergency callout 24/7/365	Included	Included	Included
4	Labour fees covered for system derived call-outs	Included		Included
5	Access to our telephone technical support	Included	Included	Included
6	Remote resets 24/7/365	Included	Included	Included
7	Keyholder Updates	Included	Included	Included
8	End User refresher training on service visits	Included	Included	Included
9	Reduced hourly rate - A saving of £13 + VAT per hour	Included	Included	Included