



MAINTENANCE  
& SERVICING



Having a regular service and maintenance contract in place for your security equipment is essential for ensuring your system works when you need it most. Preventative inspections identify potential problems before they occur and can be supported with a rapid, prioritised response if required. Protect CSM range of service and expertise means that we are capable of servicing intruder, CCTV and access control systems, so even if you have several different equipment suppliers, you only need one security company.

Protect CSM offer a range of service contracts.



## Basic Service Contract

Protect CSM's Basic Service and Maintenance contract provides regular preventative inspections of your systems and access to our technical support help desk via telephone or email. Basic support also allows access to our remote support facility and engineer call-out is available at an extra cost (subject to terms and conditions).



## Standard Service Contract

Protect CSM's Standard Service and Maintenance contract is designed for those who need preventative inspections of their systems and access to our technical support help desk via telephone or email along with the addition of an emergency response to system failure, Included in our standard contracts is an emergency call-out agreement (Subject to terms and conditions).



## Comprehensive Service Contract

Protect CSM's Comprehensive Service and Maintenance contract is ideal for those who want to pay an inclusive fixed cost, to cover preventative inspections of their systems and access to our technical support help desk via telephone or email along with the addition of emergency engineer call-outs if required, and the repair/replacement of faulty parts. (Subject to terms and conditions).



What is covered on system inspections?

Intruder system service (minimum of 1 each year, 2 for monitored systems)

Check of the system and functionality of the control unit, Inspection of all major components and cabling for signs of deterioration, sounder performance test, remote signalling test, power supply and battery check, full detection test for coverage and performance. Protect CSM will document the visit and offer our expert advice on your system.



## CCTV System inspection (minimum of 1 each year)

Check of camera connections, coverage, motion detection, performance and focus, Brackets, housings and fixings examined for signs of corrosion or damage, recording device checked for quality and accuracy of playback/retrieved images, telemetry and display controls checked, alarm input operation (if applicable). Protect CSM will then document the visit and offer our expert advice on your system.



Access Control System inspection (minimum of 1 each year)

Clean and check door mechanisms, readers and connections, visual inspection of all major components and cabling for signs of deterioration, control unit functional check, keypad operation, display and software functionality and performance, system operation and power supply, alarm inputs operation. Protect CSM will then document the visit and offer our expert advice on your system.





## Fire Service & Maintenance

Having a service and maintenance contract in place for your fire equipment is essential for ensuring your system works when you need it most. Preventative inspections identify any potential problems before they occur.

Protect CSM's fire service and maintenance contracts are a cost effective way of managing your maintenance visits on your fire alarm, whilst giving you peace of mind that your equipment will work when it is needed most. Protect CSM offer a range of service and maintenance contracts, please contact us for more details.