

### Standard Maintenance

Provides routine maintenance and access to our callout services, 24 hours a day. A call out charge will apply.

### Standard Plus Maintenance

Provides the benefits of Standard but also covers all materials (excluding consumables)

### Comprehensive Maintenance

Provides full servicing including callout charges, free supply and fitting of replacement parts for normal wear and tear of firmware upgrades on GSS Systems (excluding consumables).

Service	Standard	Standard Plus	Comprehensive
<b>Support 24/7:</b> Full Support, telephone support from our Help Desk/Engineering	Yes	Yes	Yes
<b>Always There:</b> Engineers available 24/7/365	Yes	Yes	Yes
<b>Response Levels – Intruder/CCTV/Access</b>			
8 Hour Service Engineering Support	Yes	Yes	
4 Hour Service Engineering Support			Yes
<b>Response Levels – Barrier/Gate/Fire</b>			
8 Hour Service Engineering Support	Yes	Yes	Yes
<b>Physical and Remote Inspections</b>			
Two Routine Inspections	Yes	Yes	Yes
<b>Fine Tuning</b>			
Minor System Adjustments during inspection	Yes	Yes	Yes
<b>Warranty:</b> 12 month warranty for additional fitted equipment	Yes	Yes	Yes
<b>Security Review:</b> Free Security Review	Yes	Yes	Yes
<b>Call out Charges</b>			
Engineer Call out charges included			Yes
<b>Free Fitting</b> Replacement parts fitted free (failure due to normal wear and tear)		Yes	Yes
<b>Free Upgrades</b>			
Firmware upgrades free on GSS Equipment			Yes

### Call out Charges

**Special Notes:** With Comprehensive, Engineer call out charges are included except in the case of where the system has been damaged by users or third parties, or as a call out due to customer miss-operation. **Nor are charges included if the system has been damaged due to fire, storm, flood or act of God.**

With all plans charges will apply for consumable items: Batteries, lamps/bulbs and emergency lighting lamps.