

## **IMPORTANT CLIENT INFORMATION**

### **PROVISION OF MAINS SUPPLY UNITS**

When required, the Client shall provide at no cost to the Company 230V AC mains supplies of the same electrical phase across all CCTV system devices installed to current IEE Regulations, in suitable locations as specified upon order.

### **PROVISION OF NETWORK CONNECTIONS**

When required, the Client shall provide at no cost to the Company suitable LAN or WAN connections appropriately configured for the purpose described, installed to current Regulations, in suitable locations as specified upon order.

### **DETECTION PATTERNS**

The detection patterns illustrated on the drawing provided represents the potential coverage of each detector, it does not take into account any unforeseen obstructions such as vehicles, overgrown foliage and any other objects within its path that may have impact to a detectors performance.

### **FOLAIGE /ENVIRONMENTAL**

The environmental conditions need to be maintained and kept to a minimum to ensure the security equipment installed performs to its maximum potential.

### **DEVICE LOCATIONS**

All Data Gathering, Alarm Handling, Transmission, Recording and any other Control Devices are to be located as shown on the drawing referred to above, or as described in the above specification. However, the Company reserve the right to alter any device location at any time.

Should the client and/or their agent require the relocation of any device, the Company will assess whether this relocation is possible. This may give rise to additional charges.

### **REMOTE MONITORING**

This system will be remotely monitored through suitable transmission equipment directly to the Company's own Remote Video Receiving Center (RVRC). Event data will be stored within the RVRC for up to 14 days. Associated monitoring charges will be invoiced in line with the contract agreement.

The Client will arrange for the necessary BT telephone lines (PSTN and ASDL) on your behalf, unless otherwise instructed to do so. An initial one off connection fee will be chargeable to the client and all associated line rental and call charges will be invoiced annually in advance thereafter.

## **LIGHTING & LUX LEVELS**

The Client's attention is drawn to the fact that the performance of the CCTV System is dependent upon correct illumination of the camera target areas. This System Design Specification has been compiled utilizing cameras which are designed to work satisfactorily within the lux levels specified.

**Unless otherwise stated within this System Design Specification, it is the responsibility of the Client for maintaining all lighting both if advised by the Company that lighting has failed/is inadequate and the weekly testing and maintenance of records of weekly testing.**

## **CONDUIT, TRUNKING AND MOUNTING BASES**

The Client or his representative will provide all conduit, trunking, wire-ways, draw wires and concrete mounting bases, along with any associated civil works, at no cost to the Company.

## **CABLING**

All cabling will be surface run and clipped directly to the building structure and above suspended ceilings, unless specifically stated otherwise in this System Design Specification.

## **DECORATIVE ORDER**

This quotation does not make provision for any civil works, cutting away, making good, re-decoration, builder's work, or for moving material/equipment to gain access.

## **SYSTEM INSTALLATION**

During the installation of the system there could be a period of time when the system is in-operative. Under these circumstances it is the Clients responsibility to make the necessary alternative security arrangements.

## **TRAINING**

System training will be provided on completion. Should further training be required after this date, the Company will provide a quotation to meet the Client's requirements.

## **RE-USE OF EXISTING EQUIPMENT (WHERE APPLICABLE)**

Use of existing equipment or wiring shall be subject to satisfactory inspection at the time of installation. Should any repair or replacement be found necessary or subsequently ensue, this may give rise to additional charges.

Any modification subsequently found necessary to counteract adverse environmental or electro-magnetic conditions affecting the performance of the system, may also give rise to additional charges.

## **CONTINUITY OF WORK**

This proposal has been based on the Company having continuity of work. Any delays or additional visits due to incomplete building or containment works may give rise to additional charges.

## **ACCESS TO PREMISES**

This quotation is given on the understanding that access to the premises is available Monday to Friday between 08.00 - 18.00 hours excluding Public Holidays. Should we be requested to work outside these hours an additional charge may be levied.

It is the clients' responsibility for the moving of stock or obstructions that might impede the installation work including lifting and relaying carpets if necessary.

## **SITE VISITS**

This proposal is based on the assumption that any works affecting this installation are carried out by the Client, or third party nominated by the Client, before an agreed completion date. Should any such works not be completed resulting in additional visits by ourselves, these visits will be at an additional cost.

## **BT LINE CONNECTIONS**

Should the Client require Guide Security to order the installation of the BT lines and connection of Broadband can take approximately 7- 21 days. These arrangements are BT Openreach guidelines and are not the responsibility of Guide Security Services Ltd.

## **EXCESSIVE CONSTRUCTION CHARGES**

When BT line service is requested and additional infrastructure is required, a survey will be carried out by BT Openreach and charges will be individually assessed for the specific site, taking into account the customers' requirements and preferences.

Excess Construction charges will be raised in addition to normal connection charges and apply to situations of extended reach, including provision to a new location within the customer's site, and can apply where existing capacity needs to be increased. Any charges deemed necessary due to the above would be at an additional charge to this proposal/Quotation at no extra charge to Guide Security Services Ltd.

Excess Construction Charges will be arranged by Guide Security Services Ltd on your behalf and all relating charges will be additional to those outlined in the attached quotation.

## **VARIATIONS TO SYSTEM DESIGN SPECIFICATION**

Prices are based on the assumption that the work will be carried out in accordance with the System Design Specification agreed between the parties. Any variations are to, abnormal working conditions or other work found necessary, may be subject to amended charges.

## **AMENDMENTS TO SYSTEM DESIGN SPECIFICATION**

The Company's policy is one of constant improvement. We reserve the right to alter the System Design Specification of any component part or parts of the system at our discretion at any time without notice. We also reserve the right, because of difficulties in obtaining supplies, to use at our discretion equipment and materials other than those specified **providing this does not materially affect the performance of the system.**