

Contact us:

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Maintenance and support offerings - 5 levels

T4 Basic warranty only service

- Initial internet access/setup
- 1 x remote dial +diagnostics (after 6 months)
- 1 x effectiveness/usage review (after 10 months)
- Warranty - first 6 month on-site replacement warranty defaulting to a return-to-base warranty
- Call out charges for all attendance on site

T4 Standard maintenance

- Initial internet access/setup
- 2 hours mobile phone support
- 2 x remote dial +diagnostics (after 4 months and 10 months)
- 2 x on site camera clean and focus visits (after 4 months and 10 months)
- 1 x effectiveness/usage review (after 10 months)
- Warranty - first 6 month on-site replacement warranty defaulting to a return-to-base warranty
- Call out charges for accident/damage repairs

T4 Gold maintenance

- Initial internet access/setup
- 3 hours mobile phone support
- 3 x remote dial +diagnostics (after 2 month, 6 months, and 10 months)
- 2 x on site camera clean and focus visits (after 4 months and 10 months)
- 1 x effectiveness/usage review (after 10 months)
- 1 x additional mid term internet access/setup support
- Full year on-site replacement warranty
- Call out charges for accident/damage repairs

T4 Diamond maintenance

- ****FREE technology upgrade**** All cameras and DVR recording units changed every 36 - 48 months
- Unlimited internet access/setup support
- Unlimited mobile phone access support for 2 mobiles
- 4 x remote dial +diagnostics (after 1 month, 4 months, 7 months and 10 months)
- 3 x on site camera clean and focus visits (after 2 months, 6 months and 10 months)
- 1 x effectiveness/usage review (after 10 months)
- 1 x additional mid term internet access/setup support
- Full year on-site replacement warranty
- Call out charges for accident/damage repairs

T4 24 x 7 support

- In Addition to T4 Gold and T4 Diamond support
- 24 x 7 receiving of remote alerts
- Remote recording of events
- Remote management/alert of Police, Fire and Ambulance
- Remote management/alert of alarm service(s)
- Remote management/alert of local security teams
- This can either be for the whole 24 x 7 x 365 or a reduced pattern (e.g. evening and weekend) or holiday/vacant cover only