



Service Plans

Fire Alarms

Insurance companies insist that all fire security systems are regularly maintained, which means that they must have a maintenance contract from an approved company. BS5839 part 1 (I.S. 3218 for Republic of Ireland), the standard for fire alarms, recommends systems are checked 2 or 4 times a year.

Service plan options

We have a specialist team of over 1,000 service engineers operating throughout the UK & Ireland. The level of service they provide will depend on the service level you select.

We have developed three standard service plans:

Standard: Provides routine maintenance and access to our call-out services, 24 hours a day.

Standard Plus: Provides the benefits of Standard and includes call-out charges.

Comprehensive: Provides full service including call-out charges, free fitting of replacement part for normal wear and tear on ADT systems.

SERVICE	Standard	Standard Plus	Comprehensive
Support from our 24 hour Help desk	●	●	●
Availability of our Technicians 24 hours a day, 365 days a year	●	●	●
8 hour response to all emergency call-outs (subject to contract)	●	●	●
Routine inspections	●	●	●
Minor adjustments during inspection	●	●	●
12 month warranty for additionally fitted equipment	●	●	●
Free review of your fire and security requirements	●	●	●
Engineer call-out charges*		●	●
Free fitting of replacement parts as a result of normal wear and tear			●

*Please see reverse



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What does a maintenance visit involve?

Inspection

- Check whether staff have experienced any problems with the system including false and unwanted alarm issues
- Check log book to ensure no outstanding actions
- Check mains and stand-by power supplies including charging rates
- Disconnect sounders
- Warn Alarm Receiving Centre of temporary disconnection
- Disconnect signalling
- Operate a minimum of one detector and one call point per zone
- Check panel for “alarm” indication
- Reset the system
- Reconnect all sounders
- Check “alarm” indication
- Check all sounders are functional
- Check operation of any auxiliary units
- Confirm with Alarm Receiving Centre that test signal was received
- Check all detectors and call points at least once a year
- Visually inspect that no structural or occupancy changes have taken place
- Check battery connections and fluid level, correct if necessary
- Repair any minor faults
- Log date, time and results of tests
- Provide any answers to any questions or queries that the customer may have

All work carried out on site, together with time of arrival and departure is recorded on a service call report sheet. The service engineer will also note any deficiencies in the system and recommend work required to maintain full, trouble free operation. This service call report is shown to you for signature.

* With the Comprehensive and Standard Plus plans, 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 mis-operation. Damage due to Fire, Storm, Flood or Act of Nature, will be chargeable. With all plans, charges will be made for replacement of batteries, lamps/bulbs and emergency lighting lamps. Full details are in the contract terms and conditions.

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ADT 232 / Issue 5 / September 2017 cc3889AD

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Private Security Services Act 2004.
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