



This Preventative Maintenance Agreement (hereinafter known as “agreement”) is made between VisionOn Systems Ltd (“the Company”) and the Owner (as defined below).

(1) The Installation: Equipment lists attached as follows: - As per attached Schedule

(2) Location/Address of the Installation:

(3) Scope of Service:

(4) Term of contract: 12 months Start date:

(5) Annual Fee:

(6) The owner: Address:

Contact name:

Telephone:

Email:

I/We the named Owner(s) as defined at (6) above hereby:

1. Agree to enter this agreement based on the terms laid out herein
2. Warrant that the particulars and details as defined at (1) to (6) inclusive are correct.
3. Confirm that before signing this agreement, I/We have read and understood the Terms and conditions of this contract
4. Confirm that I/We are duly authorised to sign this Agreement for and on behalf of the Owner.

Signed:

Date:

Full Name (IN BLOCK CAPITALS):

Position:

Accepted by “VisionOn Systems Ltd”.

Signed

A handwritten signature in black ink, appearing to read "Duncan Ross".

Date:

Full Name (IN BLOCK CAPITALS): Duncan Ross

Position: Managing Director  
Duly authorised for and on behalf of  
the Company

*Equipment Schedule 1*

Quantity	Description

Use a continuation sheet for additional items

**Scope of Services:**

**Multi-site Maintenance:**

This service is available where the client has more than two sites within a 5-mile radius of each other or nationally where the client has more than 15 sites all included in the agreement and covers the following, telephone support, on-site maintenance, 2 annual service visits, full back up of all systems, audit trail and software updates where applicable. Up to 24-hour response to callout requests to confirmed faults. All parts and labour will be at extra cost.

**Price: £495.00 per annum per site**

**Option 1:** This service will cover telephone support, on-site maintenance as part of the 2 annual service visits, full back up of all systems, audit trail and software updates where applicable. Up to 48-hour response to callout requests to confirmed faults. All parts not covered by warranty will be at extra cost.

**Price: £795.00 per annum**

**Option 2:** This service will cover telephone support, on-site maintenance as part of the 2 annual service visits, full back up of all systems, audit trail and software updates where applicable. Up to 24-hour response to callout requests to confirmed faults. All parts not covered by warranty will be at extra cost.

**Price: £990.00 per annum**

**Site address:**

Building name or number
Street
Area
Town
Post Code

All charges are to be paid annually/ monthly in advance by BACS / Standing Order to:

**Bank Account Details:** Barclays Bank Plc

**Account Name:** VisionOn Systems Ltd

**Sort Code:** 20-71-03

**Account Number:** 33991180

## **PREVENTATIVE MAINTENANCE AGREEMENT – SCHEDULE**

### **1. Core Working Hours support**

Telephone and Dial-In support will be available during core working hours, i.e., Monday to Friday 09.00 to 17.00. This will be through the Help Desk, which having logged the problem will progress it.

### **2. Out of Hours Weekday Support - Not Available Under Option 1**

Telephone, Dial-In / remote access support out of hours will be available under this agreement.

### **3. Weekend and Public Holiday Support - Not Available Under Option**

**1**

Telephone, Dial-In / remote access support out of hours will be available under this agreement.

### **4. Operational**

#### **Queries**

Queries and requests for information regarding problems in system operation and not forming part of a fault report or change request may be raised. This service is required to be provided only during normal working hours. Such queries must deal with problem related issues only. The response to the query may be the answer to that query, or it may be an indication of why an answer is not currently available and when it can be expected.

Queries other than operational queries may also be put through a nominated contact but the service level for response to these is outside the scope of this Schedule.

### **5. Problem Prioritisation and Response**

#### **Periods**

#### **(a) Problem Prioritisation**

When a problem is raised, VisionOn Systems Ltd will assign it a priority as defined below:

**PRIORITY 1:** These are “showstoppers”. Problems should not be assigned this priority unless continued operation is seriously compromised and/or there will be a significant direct security impact without immediate attention. It is expected that work by VisionOn Systems staff will continue until operation of the system is able to resume.

**PRIORITY 2:** These are serious operational problems but do not prohibit the continued operation of the system. There may be a security impact because of these problems, but it is considered relatively minor.

Problems raised initially as Priority 1 may be dropped to Priority 2 as the result of work done to ensure that a future occurrence will not stop continued operation e.g., the preparation of a workaround procedure.

**PRIORITY 3:** These may be minor operational problems, with a relatively simple workaround. There will be negligible security impact because of these problems.

**PRIORITY 4:** This refers to minor “aesthetic” problems that can easily be worked around or ignored.

Many problems raised will have a short-term solution with a requirement for a longer term complete fix to ensure that there is no recurrence. It must therefore

be possible to change the priority of problems to reflect the urgency of the tasks remaining before closure of the related log. Problem priorities may also be increased in the light of new circumstances. This can only occur after discussions between the parties.

**(b) Response periods**

Delays resulting from the Customer's failure to supply information to VisionOn Systems are to be deducted from the total response period.

The Response **should** provide at least an acknowledgement of receipt of the problem and anticipated approach to locating and identifying the problem. VisionOn Systems may also request additional information from the Customer. If there is a workaround or solution already available at this stage, it will be provided. The elapsed time until receipt by Customer of the **First Response** to a specific problem will be calculated from the occurrence of the first contact between VisionOn Systems and the Customer in respect of that problem.

A time for the **Provision of Resolution** does not necessarily imply a permanent fix or solution being supplied. If the solution to the problem is a temporary fix or workaround, the problem may be closed and a new one raised against the supply of a permanent solution or fix. Normally, although not exclusively, the priority of this newly raised problem will be lower than that specified for the original incident. Alternatively, the priority of the original problem may be lowered, reflecting the availability of a temporary fix. In either case, the **Response** period will no longer apply.

The periods described below are relative to the date and time that a problem is reported.

If necessary, investigation of these problems will continue outside Core Working Hours. The periods below are therefore elapsed time.

- Option 1: Response within 48 hours
- Option 2: Response within 24 hours
- Option 3: Response within 12 hours

**Call out fees**

**Hourly Rates (Within 20 miles of Reading)**

Monday – Friday. 9am – 5pm

£75 for the initial hour, £35 per hour thereafter.

Monday – Friday. 5pm – 8am & Saturdays – All Day

£110 for the initial hour. £45 per hour thereafter.

Sundays & Bank Holidays

£140 for the initial hour. £50 per hour thereafter.

**Hourly Rates (Over 20 miles of Reading)**

Monday – Friday. 9am – 5pm

£120 for the initial hour, £40 per hour thereafter.



Monday – Friday. 5pm – 8am & Saturdays – All Day  
£160 for the initial hour. £45 per hour thereafter.

Sundays & Bank Holidays  
£190 for the initial hour. £50 per hour thereafter.

### **Day Rates**

Day work must be agreed and paid for in advance and at least 24 hours before being required, It is billed as either half day or full day(s). Day Rates are only available between 9am-5pm. Monday – Friday (excluding bank holidays)

Half Day: (4 Hours) £250

Full Day: (8 Hours) £500

\* All prices exclude VAT at the rate current at time of invoice

\* All charges do not include parts if item is out of the scope of the manufacturer's warranty

### **Emergencies call out fees:**

Emergencies call out same day response is charged at £175 which includes the first 60 minutes on site. Additional time is charged in 15-minute increments @ £22.50 each. All charges are less vat and do not include parts if item is out of the scope of the manufacturer's warranty.

All weekend and Bank Holiday call outs are billed at the Emergency call out rate.

### **Call outs, Maintenance and Warranty**

1. Call outs are not the same as service visits and are not covered by the maintenance contract (see point 3 below)
2. A maintenance contract is designed to ensure that the system you have invested in is kept serviceable throughout its lifetime. Failure to maintain any equipment will eventually result in degradation of services and its eventual breakdown, this applies whether it's a car, piece of electrical equipment or a security system.
3. When VisionOn Systems are approached by clients with a view to requesting that we maintain their equipment with a maintenance contract, the first visit/part of the maintenance contract consists of 4 hours on site to inspect the workings of their system and get it to a good operating standard. If there is faulty/broken equipment, we inform the client and at their request source a replacement, which must be purchased by the client.  
If the product is still in warranty, we contact the company who supplied the item and request a replacement under warranty. Once the site is fully working again, we maintain the site with two visits a year, where we will clean, update the firmware, and inspect the site to ensure it is in working order. We monitor the site daily. If we come across issues during the check,

we will alert the client of these and suggest the work that would be needed or equipment to be replaced at cost to the client.

This maintenance contract is not an installation contract and as such, it does not cover the following items:

1. Installation of new hardware
2. Installation of new infrastructure
3. Movement of existing hardware if infrastructure installation will be required to support it.
4. Support of non-CCTV hardware and infrastructure other than, that installed as part of the CCTV/alarm/access control system.

### **Warranty**

The warranty covers the replacement of the hardware, it does not include the installation of the hardware.

Clients have two options, they can send VisionOn Systems the hardware and we will send it to the supplier who would test and if agreed faulty, and then send VisionOn Systems a replacement. We would send this back to the client and they can re-install it themselves. If this is not re-installed incorrectly however, this could void the warranty on the hardware.

#### **OR**

Client can request and pay for a call out. Client could send VisionOn Systems the hardware and we would send it to the supplier who would test and if agreed faulty, would send VisionOn Systems a replacement. We would then attend site and install the replacement hardware.

### **Data Backup Cloud Systems**

For users with Cloud Based Surveillance systems (CloudVision) the TimeLine Basic and Cloud Standard back up are included in the price.

#### **Timeline Basic**

Email / Push alerts for first 12 months

Up to 5 users and 2 locations

Up to 1 alarm with basic integration

Fair use Live View over internet

12 months email support

#### **Cloud: Standard**

Key video/events backed up 24/7 for 30 days

Backup of all flagged video for 360 days

Backup of all video during an alarm



Best Image Technology for 24/7 backup

These services can be upgraded at an additional monthly cost, please contact us for pricing.