

# CENTRA SECURITY SYSTEMS (UK)

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ACCESS CONTROL - CCTV - INTEGRATED SYSTEMS

## CUSTOMER SERVICE POLICY STATEMENT

**CENTRA SECURITY** is committed to providing the highest level of support for all the products it sells and Installs.

In addition, **CENTRA SECURITY** is also committed to delivering quality services that will enable customers to fully leverage the benefits of the products it sells.

For simplicity there are just two service levels offered to our customers, they are **CONTRACT** and **NON-CONTRACT**.

### NON - CONTRACT CLIENTS

These are clients who for their own reasons do not wish to adopt an annual service agreement.

This does not alter your rights to a **MINIMUM** of one year statutory unconditional warranty on all products - and more depending on the product factory warranty which can be as much as **FIVE** years or **LIFE WARRANTY**.

We provide basic support to all of our non-contract customers to assist with product installations over the phone where possible. Where not site callouts will be chargeable and cannot be guaranteed within an emergency callout situation.

### CONTRACTED CLIENTS

Most customers adopt a service agreement whereby all the facilities of the company are available to the end user thus avoiding any confusion on response and responsibility. Agreements typically include :

- ✓ Preventative Maintenance Visits
- ✓ 24hr Emergency Callout
- ✓ All parts and callouts Included
- ✓ IT Support
- ✓ Essential Spare parts to be kept in security storage on site
- ✓ 4hr response emergency site engineer
- ✓ System Firmware Upgrades

*(The service contract content can be altered to suit the needs of the client and cost )*



Honeywell Vindicator® Security Solutions

