

CUSTOMER SERVICE POLICY STATEMENT

CENTRA SECURITY is committed to providing the highest level of support and delivering quality services that will enable customers to benefit from the products **CENTRA** offers and Installs.

We recommend a Centra Service Agreement and by subscribing to one of our maintenance contracts we can help you ensure that your security system stays up and running, 24 hours per day, 365 day a year.

A **CENTRA SECURITY** service agreement will Include one visit to your premises at the end of every twelve month period in order to carry out preventative maintenance in accordance with European Regulations.

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 where all the full facilities of the company are available to include;

- ✓ Preventative Maintenance Visits
- ✓ 24hr Emergency Callout
- ✓ All parts and callouts Included
- ✓ Certified IT Support via email, phone and site visit
- ✓ Essential Spare parts to be kept in security storage on site
- ✓ 4hr response for an emergency site engineer
- ✓ System Firmware Upgrades and some software upgrades
- ✓ The service contract content can be altered to suit the needs of the clients needs and budget