Address

City, State

Phone Number

Website

# Security Components Service Agreement

The following Service Agreement provides annual preventative maintenance, extended coverage hours, priority response and routine system upgrades as applicable.

### Video Components Preventative Maintenance

Once every 12 months, [COMPANY] will perform the following checks and services for video components listed in Appendix A and covered as part of this agreement:

* Clean lenses and housings and check cameras for proper focus
* Review system logs for error messages and correct conditions
* Install applicable software updates and patches
* Check mounts and brackets to ensure fasteners are secure, free of rust/corrosion
* Check cables and connectors for signs of weathering, damage or other compromise
* Check software settings such as time/date, recording settings,
* Retrieve random segments of video from daytime and nighttime to ensure recording is working and images are acceptable to [CUSTOMER]
* Check all cameras equipped with IR cut filters for proper operation
* Replace any failed devices or components
* Check and replace consumables as necessary (filters, batteries, etc.)

Once every 12 months, [COMPANY] will perform the following checks and services for access control components listed in Appendix A and covered as part of this agreement:

### Access Control Preventative Maintenance

* Check doors covered by access control system for proper operation (eg: opens and closes without binding)
* Check logs for signs of forced doors, held doors, or other issues and bring to attention of [CUSTOMER] personnel as appropriate
* Check user database for credentials that have not been used for at least 30 days or other credentials that may be eligible for deactivation and bring to attention of [CUSTOMER] personnel as appropriate, and delete/deactivate those credentials if instructed
* Verify proper operation of emergency egress doors
* Verify system complies with local fire/building codes as applicable

### Service And Standard Maintenance

[CUSTOMER] is entitled to the following as part of this agreement:

* Unlimited phone support
* Unlimited remote desktop support
* Reposition camera or adjust field of view within first 6 months of installation, limited to 1 hour max labor per camera
* Software updates deemed optional by manufacturers installed as desired by [CUSTOMER], during normal business hours
* Software updates deemed critical by device manufacturers installed at first available opportunity, in coordination with [CUSTOMER] schedule
* Overview training on new features delivered as part of software upgrades

### Service Response Times

[CUSTOMER] is entitled to 24x7x365 service for covered items. [COMPANY] will respond to [CUSTOMER] requests for service within 2 hours of receiving request and will have a technician engage the issue, via on-site or remote-login (as appropriate for the issue) within 4 hours of request.

Covered components will be restored to operational status within 24 hours of technician engaging issue. In some cases it may be necessary to replace components with temporary or loaner units until [CUSTOMER] equipment can be fully diagnosed or repaired, in these cases loaner devices will be of equal or better specifications when an exact replacement cannot be used.

### Exclusions And Items Not Covered

The following items and expenses are not covered as part of this agreement, service calls involving the following will be billed at standard rates:

* Costs for bucket trucks, lifts, hoists, scaffolding
* Network and power related issues
* [CUSTOMER]-altered or installed equipment or any DIY components
* Equipment damaged by Acts of God - lighting, storms, floods, fires, etc.
* Equipment damaged by animals or pests
* Equipment damaged by negligence, misuse or intentional acts
* Any equipment not functioning at time agreement is initiated
* Equipment older than X YEARS or no longer supported by manufacturer

### [CUSTOMER] Requirements And Responsibilities

[CUSTOMER] is required to take reasonable steps to prevent harm or damage to equipment covered as part of this agreement. [CUSTOMER] will ensure [COMPANY] technicians are provided access to equipment as necessary to fulfill terms of this agreement. Technician time spent on-site waiting for [CUSTOMER] to provide access to equipment or areas requiring service shall be billable after first 30 minutes of wait time.

Any response times outlined in this agreement are measured from the time [CUSTOMER] makes requests to [COMPANY], via agreed-upon methods.

### Renewal And Cancellation Terms

This agreement may be terminated by [CUSTOMER] by providing advance notice to [COMPANY] 30 or more days before scheduled renewal date, which is 1 year from date of initial coverage.

If [CUSTOMER] does not provide notice of cancellation, [COMPANY] will automatically extend contract terms for an additional year at previous pricing and invoice [CUSTOMER] accordingly.

### Price Adjustments

Annual rates will increase in accordance with the Consumer Price Index

### Appendix A - Covered Equipment

| Brand/Model | Serial Number | Installation Location |
| --- | --- | --- |
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