

Warranty Period

- First year parts and labour warranty on any newly installed equipment.
- The first year is calculated from the date of installation.

Warranty Exclusions

- Wear and tear of parts.
- Rechargeable back up batteries.
- Radio controlled handsets.
- 230V supplies or their failure to provide a service to the equipment.
- Replacement equipment unless under manufacturer's warranty.
- Failed visits and last-minute cancellations.
- The hire of any specialist equipment required for height, or erection of such equipment etc.
- Accidental or deliberate damage to the system by persons or vehicles.

Additional Charges

- Should any other call outs be required outside of what is covered within the first years warranty, these will be charged in line with the standard agreed rates.
- If onsite parking is unavailable or within the Congestion Zone, these will be charged in addition to the above rates.
- Any additional or replacement parts and equipment required will be costed for approval, prior to ordering and subsequent works.
- Any access equipment or plant required to perform the above out of warranty works will be costed for approval, prior to ordering and subsequent works.

Survey Conditions

This specification has been prepared before decorating or building alterations have taken place and is designed for the building / property as seen when surveyed, a charge may be incurred for any additional works that arising from alterations found at the time of installation.

General Information

- Paragon Security Solutions LTD installs and operates Monday to Friday 09:00 – 17:00.
- Works can be arranged outside of the above hours or any time over the weekend or bank holidays, please contact us to provide our out of hours rates.
- We aim to respond to queries and faults within 24 hours, this excludes any equipment requiring replacement.
- We offer full and extensive user training on all our installed services, leaving you in absolute control. We will leave you with the literature and/or user manuals to aid the instruction of new users to your Security System, correct knowledge and use of a system will ensure that your protection by such is not compromised.
- Rest Assured, we are always just a call away to help you with any questions.

Please Note

- The client is responsible for the removal of building materials, furniture or any obstructions that may impede Paragon Security Solutions LTD engineers during the 1st and 2nd fix test and commission periods of the works.
- All power supplies for equipment to be provided by others ready for agreed install date, unless previously agreed with Paragon Security Solutions LTD to have installed.
- Any third party data infrastructure or equipment that needs additional configuration (port forwarding, etc.) will be completed by others, unless previously agreed with Paragon Security Solutions LTD to have installed.
- Remote Access, it is the client's responsibility to provide a broad band connection to our Security System if remote access is required, please consult your I.T company who will be able to provide this service, unless previously agreed with Paragon Security Solutions LTD to have installed. This unit must be fitted within ½ meter from our control equipment and be available and operational prior to our installation date.
- Decorating, it is the client's responsibility to carry out any making good or decorating. WE do, however, pride ourselves on maintaining the standards of your property from survey to completion of your security system installation.
- Data Protection, your attention is drawn to compliance with the CCTV data protection legislation (Data protection Act 1998). The Act applies to commercial and public CCTV systems only, and is enforceable where a CCTV system obtains, records, or stores personal data in the form of video images.
- Your CCTV system may need to be registered by notifying the Information Commissioner at www.informationcommissioner.gov.uk or telephone 01625 545740. The notification period is one year.
- Warning signs must be displayed to show that CCTV cameras are recording, stating the purpose of the system, and including details of who manages the system and contact details.
- For more information, contact the information commissioner at:
- www.informationcommissioner.gov.uk or telephone 01625 545740.
- Management of the System / Reporting Media, IT is the client's / end user's management team / operations manager or nominated person's responsibility to manage the CCTV system, retain recording of specific events (within the guidelines of the data protection act) set time profiles/ groups ETC.

Payment

- The price for the Security System installation, together with the Services for the first year, is payable on completion of the Security System where upon the handover, user instructions and any documentation will be handed over in exchange.
- Paragon Security Solutions Ltd Limited reserves the right to discontinue Services if any invoice are outstanding for payment .
- Our terms and conditions stipulate that the system and any insurance approval / system compliance certificates will not be handed over until payment has been received in full and final settlement, this applies to any codes, passwords, fobs and keys to the systems and its devices.
Please Note: The whole system remains the property of the Company: Paragon Security Solutions Ltd until payment is received in full.
- Payment cannot be withheld due to factors outside of Paragon Security Solutions Ltd and is expected to be received at an agreed time from the date of invoice and raised on customer sign off, of installation.

NO Third-Party contractor delay voids the above.