



Preventative servicing and support forms part of European Standards (EN) Security Systems & Alarm Inspection Board (SSAIB) & British Approvals for Fire Equipment (BAFE) codes of practice.

Preventative servicing and support is essential to ensure your electronic fire and security systems operate correctly when required.

Without professional help and advice even a minor fault can cause a major problem, regular servicing ensures the system operates as designed and that you're always protected.

Through preventative servicing we minimise the opportunity for equipment failure and therefore minimise system downtime.

Service & Support Agreement Options:

S - Standard – Includes scheduled service visit/s, access to 24hr 7day telephone & on-site support

SP - Standard Plus – Includes all the benefits of Standard plus initial labour charges for investigative call outs

C - Comprehensive – Includes all the benefits of Standard plus all parts and labour charges from normal wear & tear

The Amthal Advantage

Amthal was established in 2000 and remains an independently owned fire and security company, based on our core values of operating all aspects of the business with integrity & dedication, committed to operation excellence through employing and developing exceptional talent to get it right first time, every time.

Through a constantly growing team of site surveyors, account managers, engineers and a dedicated office team, Amthal Fire & Security is a total solution provider, from initial design concepts through to the highest quality monitoring and 24 hours technical support.



	S	SP	C
Technical & Administrative Telephone Support 24 hrs 365 days	y	y	y
Technical On-site Support 24 hrs 365 days	y	y	y
4 hr Response for Emergency Call-Out	y	y	y
Remote Engineer Support *	y	y	y
Scheduled Routine Preventative Service Inspections	y	y	y
12 month Warranty on New Equipment Fitted	y	y	y
Review of Existing Fire & Security Systems	y	y	y
Remote Resetting of System **	y	y	y
Engineer Call Out Charges ***		y	y
Free Replacement of Components due to Normal Wear & Tear			y

* Remote engineer support facility is available for compatible systems only. All scheduled service visits are completed in accordance with European Standards (EN) Security Systems & Alarm Inspection Board (SSAIB) & British Approvals for Fire Equipment (BAFE) codes of practice & legislation.

** Where cause of activation is known and no engineer visit is required.

*** Standard Plus includes initial engineer attendance labour charges for investigation, Comprehensive includes all engineer labour charges except where the system has been damaged by user,

third parties or user mis-operation. All damage caused by Fire, Storm, Flood or Act of Nature will be chargeable. Full details can be found in the service agreement terms and conditions.

All site visits are documented via engineer PDA which will be presented for signature upon completion of site visit and a copy directly emailed to the client for their records.

For further information on how Amthal can assist you please call 01727 854231 email: info@amthal.co.uk and visit our website: www.amthal.co.uk

