

A woman in a dark suit is shaking hands with a man in a dark suit. The background is a brick wall. The woman is smiling and looking upwards. The man's hand is visible, wearing a white shirt cuff and a dark suit sleeve. The overall tone is professional and positive.

ballum  
security

Fire & Security Maintenance

## Maintenance Overview

Thank you for considering Ballum Security as your maintenance supplier. This document outlines the reason for maintenance and what you can expect from us.

### Intruder Alarm

Intruder alarms should be serviced annually unless they are monitored in which case you could expect them to be serviced every 6 months. The time it takes to service an intruder alarm depends on the size of the system, as part of the test includes a walk test. A walk test will test all detection devices to ensure they are functioning correctly. The tests also include:

- Battery Tests
- Siren & Sounder Tests
- Walk Tests
- Signalling Tests
- Functionality Tests
- Visual Inspection

### Fire Alarm

Your commercial fire alarm should be serviced by a competent person every 6 months. You should also perform a test on a manual call point every week, testing a different call point each week. Depending on the size of the system, we would test the entire system each visit, or if it is particularly large, we may decide to test only 50% of the system and alternate the 50% each visit, as per the recommendations of BS 5839-1.

Similarly, to the intruder alarm service, fire alarm tests include:

- Battery Tests
- Sounder Tests
- Walk Test / Stimulus Test
- Signalling Tests
- Fault Alert Tests
- Visual Inspection
- Cause & Effect Tests

We can provide electronic information that building management can distribute to tenants or employees to inform everyone of the date of testing, and what they can expect.

### CCTV

Our CCTV servicing includes external camera cleaning to ensure that the lenses are clear and can continue providing crisp images for your surveillance. We also ensure that any detection works, and that the cameras are all in working order. We also ensure that the hard drive(s) are recording as normal. The CCTV tests include:

- Lens Focus Checks
- View & Positioning Checks
- External Camera Cleaning
- PTZ & Alarm Tests
- Obstruction Checks
- Visual Inspections & Mounting Checks
- Storage Checks
- Time & Date Checks

We recommend that CCTV services should be carried at least every year, but depending on the environment, this could be increased to more frequent visits.

## Access Control & Entry

Access Control & Door Entry maintenance should also be carried out annually. The checks for access control ensure that doors continue to stay secure, and any areas of improvement are highlighted. Some access control and entry systems have batteries linked to them to ensure they continue to run in the event of a power failure. A list of checks include:

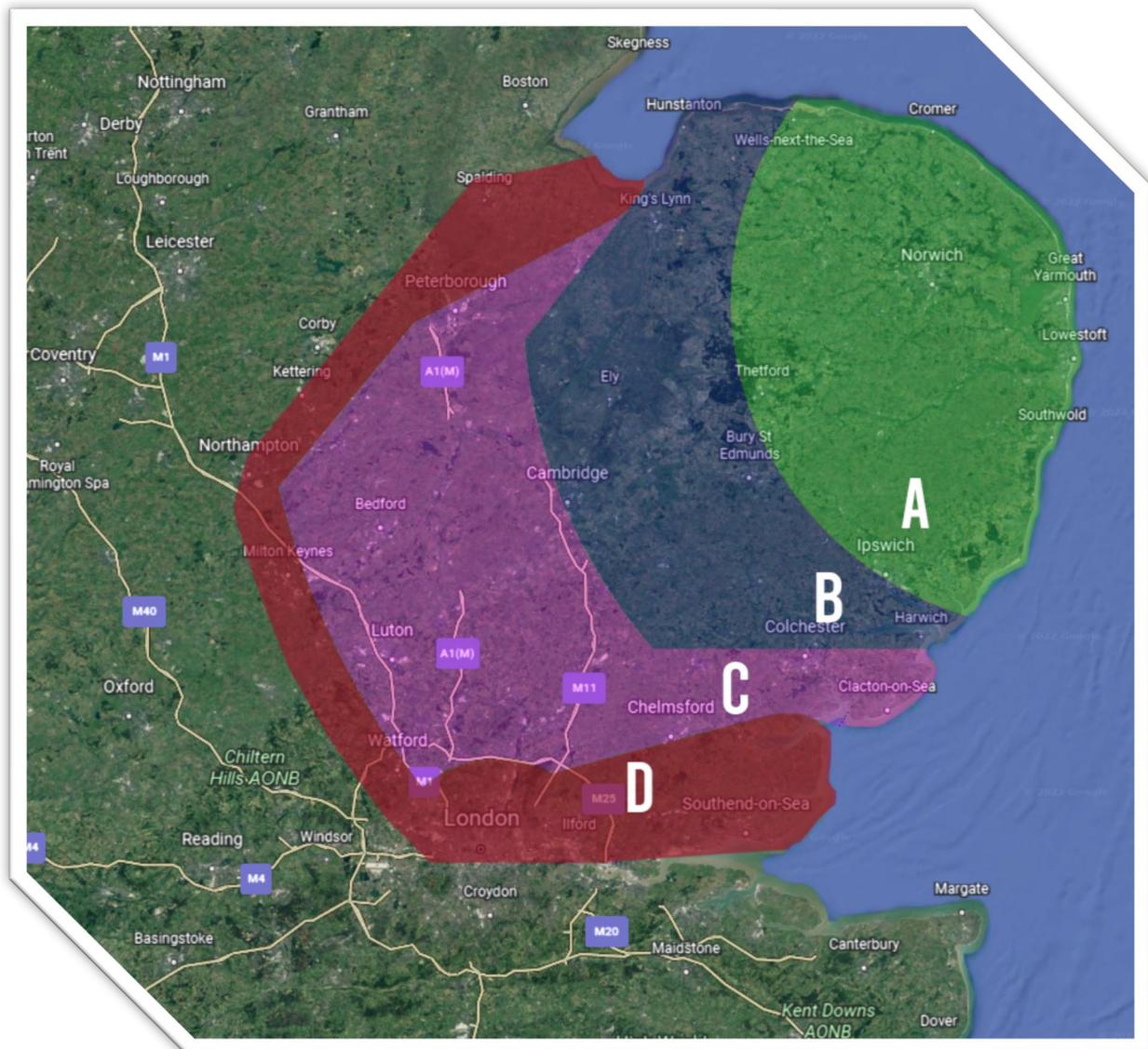
- Battery Tests
- Functional and Mounting Checks
- Firmware & Log Checks
- Trigger Checks
- Hardware Tests

## Call-Outs

Each service is calculated based on the size of the system. We aim to provide competitive pricing against competitors, though it must be noted we pride ourselves on our attention to detail and customer service. By becoming a customer who has an active maintenance contract, you are eligible for call-out discounts on the relevant discipline. To obtain a price for the service, please contact Ballum Security for a quote.

Please check that the prices given here are still in date and note that we withhold the right to change these prices.

We have split our costs into 4 zones, as shown below:



For each zone, we have four prices depending on the type of customer, and the time of the call-out. Each call-out charge includes the **first hour** of labour. Special rates can be obtained at the quoting stage if required. If more than one engineer is required, for speed or health and safety reasons then the price will increase per engineer. Congestion Charges, Tolls & Parking Charges will be charged where necessary. We will take toll roads where necessary to provide a quicker response time.

#### Zone A

Maintained Customer, In Working Hours: £60 +VAT

Maintained Customer, Outside Working Hours: £80 +VAT

Non-Maintained Customer, In Working Hours: £120 +VAT

Non-Maintained Customer, Outside Working Hours: £160 +VAT

#### Zone B

Maintained Customer, In Working Hours: £80+VAT

Maintained Customer, Outside Working Hours: £100 +VAT

Non-Maintained Customer, In Working Hours: £160 +VAT

Non-Maintained Customer, Outside Working Hours: £200 +VAT

#### Zone C

Maintained Customer, In Working Hours: £110 +VAT

Maintained Customer, Outside Working Hours: £130 +VAT

Non-Maintained Customer, In Working Hours: £250 +VAT

Non-Maintained Customer, Outside Working Hours: £300 +VAT

#### Zone D

Maintained Customer, In Working Hours: £150 +VAT

Maintained Customer, Outside Working Hours: £200 +VAT

Non-Maintained Customer, In Working Hours: £400 +VAT

Non-Maintained Customer, Outside Working Hours: £500 +VAT

#### Subsequent Hours

After the first hour of included labour, additional hours are charged as below:

Maintained Customer During Working Hours: £40 +VAT

Maintained Customer Outside Working Hours: £80 +VAT

Non-Maintained Customer During Working Hours: £100 +VAT

Non-Maintained Customer Outside Working Hours: £150 +VAT

Each call out will be charged a minimum of one hour. Subsequent hours are rounded up to an hour after 30 minutes.