

DALY SYSTEMS – TERMS & CONDITIONS APPLICABLE FOR CCTV MAINTENANCE

Customer agrees to provide for any lifting equipment and civil works not covered by the company's schedule or proposal for works.

Level of Cover

1. All call-outs between Mon-Fri 08:30-17:00 (excluding weekends and public holidays) for equipment defect (except where specified are an exclusion). Outside of the hours covered an attendance and labour rate applies. For excluded items an attendance, parts and labour rate applies at all times.
2. Replacement parts for the security system caused by inherent defect without charge, unless specified as excluded.
3. Any repairs that are subject to exclusion that are required to be carried out shall be charged additionally.
4. A 12-month warranty will apply to all new equipment installed by Daly Systems Ltd, or otherwise as covered by this Contract.
5. Emergency call-out facility. For emergency response a call-out charge plus a labour charge will apply.

The following exclusions apply:

1. Defects or alterations to the security system caused by or arising from any circumstances beyond the control of the Company. For example, fire, flood, lightning, act of God, war, civil disturbance, malicious damage, vandalism, negligence, interference, modification to the premises, misuse, or failure to operate the security system by the subscriber or any other persons. The cost of repairs or replacement due to defects of the security system caused by environmental conditions or processes not normally found at the premises or introduced after the contract start date. Bulbs, lighting elements, and lighting units are excluded and shall be chargeable.
2. Malfunctions due to mains power supplies, power spikes, corruption or interruption or fluctuation or radio interference, nor the replacement of equipment damaged by such. The cost of a call-out to attend a fault or resetting of equipment by any person other than the authorised Company.
3. Internal and external cable damage either over or underground.
4. The addition of any non-Daly Systems Ltd authorised software, changing any programmed settings or equipment move, replacement or addition.
5. Consumable items such as lamps and batteries.
6. Hiring of mobile towers or access platforms will be charged to the subscriber when such equipment is required. The service contract assumes that all parts of the CCTV system are at such height as to be accessible safely using secured steps or ladders, as per our Health and Safety Policy.
7. Equipment is stolen or damaged.
8. The effectiveness of existing equipment supplied by others is excluded.
9. The effectiveness and reliability of existing cabling by others is excluded.
10. Resetting of cameras is excluded. The resetting of cameras to be sanctioned carried out and changed additionally.
11. Telephone line fault and user error.
12. Ethernet or broadband line fault or service outage.
13. It is the sole responsibility of the customer to arrange insurance of the equipment specified in this quotation against theft or damage.

Tel: 0116 2426996
Fax: 0116 2614801
Email: sales@dalys.co.uk



www.dalys.co.uk

Daly Systems Ltd | Technology House | 1 Heanor Street | Leicester | LE1 4DB
Other Daly Group Companies: [Daly Systems Maintenance Ltd](#)
[Alexandra Leasing Ltd](#)

