



SSAIB Reg. No: Mers 031  
VAT Reg. No: GB 712245568



Key Security Systems Ltd.  
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L16 0JE

Find us on...



**KEY SECURITY SYSTEMS LTD.**  
WIRE FREE ALARM SPECIALISTS

0151 722 6552

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## **MAIN FEATURES OF YOUR MAINTENANCE CONTRACT.**

The system installed in your home is highly sophisticated and unlike previous conventional systems does not require an annual visit due to its self-testing and diagnostic features. If a problem occurs on the system, it will instantly inform you, and most problems can be resolved with a telephone call to ourselves, which keeps everybody's costs down which if you want to change the way your system is set up, for example, due to building work, just give us a call and it is done. Never be without your security.

### **All Maintenance Contracts include...**

- 1. Full 24 hour, 365 days a year access to fully qualified technical staff for emergency faults only.**  
*(For all other technical advice, battery replacement requests, or system modifications please contact during normal office hours 9.00- 5.00 Monday - Friday.)*
- 2. In the event of faulty equipment, it will be replaced free of charge for the device and the visit. Key fobs are excluded and will always be charged for.**  
*(This does not apply to any equipment that has been damaged or is subject to an insurance claim such as fire or flooding.)*
- 3. In the event you require a visit from an engineer, for replacing the likes of a bell battery or re-positioning equipment due to building work or any work not deemed to be fault related, we would only raise a half price call charge.**  
*(The current minimum call-out charge to attend to a problem is £60-00 to most areas, you would only pay £30-00.)*
- 4. All equipment batteries will be supplied, free of charge, and sent out within twenty-four hours, either with comprehensive illustrated battery replacement instructions or you can view tutorial videos on YouTube by simply typing in Key Security Systems Ltd.**  
*(We will only send out batteries as and when the trouble light illuminates, and only for the devices which require battery replacement, as some batteries last substantially longer than others, dependent on use and type. This saves you valuable time and expense in locating the correct replacement batteries)*
- 5. All documentation required to satisfy your home contents insurance companies that you have a valid maintenance contract in place, will be supplied. An up-to-date invoice, covering the relevant period, will be provided on an annual basis when renewed.**
- 6. Regular updates, from ourselves, as and when new or improved equipment becomes available that we feel could improve or enhance your existing system or security.**  
*(This can only be done if we have your current e-mail address.)*