



## **Service and Maintenance Contract**

Thank you for expressing interest in taking out a Secure One Service and Maintenance Contract for your alarm system.

All you have to do in order to start your cover is:

- Print out the four pages of this document.
- Complete and sign the enclosed Service & Maintenance Plan Acceptance form
- Tick on the form your preferred method of payment
- Return the form and your cheque or completed Direct Debit mandate to:  
Secure One Limited, FREEPOST MID22661, Leicester, LE19 4BR.

The price shown below of £82.31 is for a small/medium-sized audible alarm system. Contact us for a quote for annual maintenance and monitoring if you have a monitored system, or if you have a large audible-only system.

To pay by Credit Card why not call us now on **0116 272 5516**. Your cover can start immediately. (Please also return the Acceptance Form).

As soon as we receive your payment or completed Direct Debit mandate we will write confirming your alarm system is covered by our Service and Maintenance Contract.

If you need any help at all, please call us on 0845 303 4000. In the meantime, I look forward to welcoming you as a Secure One customer!

Yours sincerely

Ian Bass  
Managing Director



## Service & Maintenance Plan Details

### **The Secure One Service and Maintenance Plan includes the following:**

- One visit to your premises at the end of every twelve months in order to carry out preventative maintenance in accordance with the British Standard detailed below.
- The provision of a Secure One security engineer call-out facility 24 hours per day, 7 days per week, 365 days a year, should you ever need it.
- All labour costs for a callout associated with a breakdown of the system. However if parts are required these are chargeable.

### **Every annual preventative maintenance visit will be carried out in accordance with British Standard 4737 and includes the following:**

- Check installation, location and siting of all equipment and devices against specification.
- Check operation of all detection devices.
- Inspect all flexible connections.
- Check mains and stand-by battery power supplies, including charging rates.
- Check control unit for correct operation.
- Check remote signaling equipment physical connections.
- Test remote signaling equipment communications to the Alarm Receiving Centre. (Applicable to monitored alarm systems only).
- Check all audible warning and alarm devices.
- Check system is fully operational.
- Provide an engineer's report.

### **Terms and Conditions – Main Provisions**

- The Secure One Service and Maintenance Plan includes intruder alarm systems within domestic homes only. It does not include security lighting, door entry systems, surveillance systems or remote monitored systems.
- The plan excludes DIY and radio intruder alarm systems.
- The following are chargeable for both labour and parts:- all visits to faults caused by Acts of God; failure of power supply; fire; damage caused by the customer or by the customer's negligence; wilful damage by any person, animal or creature.
- You can cancel your maintenance contract at any time with no questions asked. A refund will be given (if there are no other amounts due to us) for any unexpired period already paid for, less an administration charge equivalent to one month's cover.
- Full terms and conditions are available on request.



## Service & Maintenance Plan Request (ws)

(To be returned to Secure One)

From: Name .....

Address .....

.....

.....

Post Code .....

Dear Secure One

I would like to take up the offer of a secure One Service and Maintenance Plan for my intruder alarm system. I have read, understood and accept the Plan Details including the Terms and Conditions Main Provisions.

I wish to pay by the following method – (please tick)

Credit Card: Card Type ..... No. .... Expiry ...../.....  
Security code (last 3 digits on back) .....

Annually (I enclose a cheque for the sum of £82.31)

Direct Debit -four quarterly payments of £20.57. (I have completed the mandate form)

My telephone number is: .....

My e-mail address is: .....

Signed: ..... Date: .....

Full Name: .....

**Please return completed acceptance form together with cheque or completed Direct Debit form to Secure One Limited, FREEPOST MID22661, Leicester, LE19 4BR.**



# Instruction to your Bank or Building Society to pay by Direct Debits



Please fill in the whole form and send it to:

Secure One Ltd
Warren Park Way
Warrens Business Park
Enderby
Leicester
LE19 4SA

Originator's Identification Number

9	4	1	9	7	8
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Name(s) of Account Holder(s)

Secure One Reference Number

Bank/Building Society account number

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Instruction to your Bank or Building Society

Please pay Secure One Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Secure One Limited and, if so, details will be passed electronically to my Bank/Building Society.

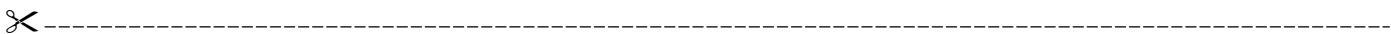
Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society	Signature(s)
Address		
		Date
Postcode		

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.



This guarantee should be detached and retained by the Payer

## The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Secure One Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Secure One Ltd or your Bank/Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time, by writing to your Bank or Building Society. Please also send a copy of your letter to us.

