

Service & Maintenance Agreements

To ensure maximum protection and peace of mind, it's vital that we keep your fire and security systems working 24/7, 365 days a year. It may also be a requirement by your insurance company to have your systems maintained by an approved company. We offer a range of service and maintenance packages to suit your needs. These packages are offered over a choice of one, two or three years.



Our dedicated team of accredited engineers are available 24 hours a day. We are always on call to provide a fast, out of hours service, ensuring your home or business is always fully protected.



Annual Service	Essential	Standard	Premium Plus	
			Premium	Plus
A 12, 24 or 36 month rolling agreement **	✓	✓	✓	✓
Priority treatment over customers without an agreement	✓	✓	✓	✓
Remote support in office hours*	✓	✓	✓	✓
Remote resets over the phone or via our remote software (where possible) if an engineer is not required	✓	✓	✓	✓
Support from our out of hours team	✓	✓	✓	✓
Availability of engineers for emergency's 24 hours a day, 365 days a year for remote technical support	✓	✓	✓	✓
8 hour maximum response to all emergency call-outs (4 hours for systems with police response, subject to contract)	✓	✓	✓	✓
A risco-cloud account (for supported systems with app control)^^	✓	✓	✓	✓
A DDNS to provide continuity of remote connection (for supported systems)^^	✓	✓	✓	✓
Firmware upgrades on systems installed by us where required	✓	✓	✓	✓
Routine preventative inspections	✓	✓	✓	✓
Minor system adjustments during inspection	✓	✓	✓	✓
Service reports for insurance purposes	✓	✓	✓	✓
12 months warranty on new parts that we fit as part of the installation. We will also pass on the manufacturer's warranty (upto 3 years) if there has been a continuous live agreement in place – excluding consumables.	✓	✓	✓	✓
Engineer calls-outs in office hours (inc 1 st hour labour or travel)*		✓	✓	✓
Engineer call-outs, out of office hours (inc 1 st hour labour or travel)*			✓	✓
All additional labour in office hours (related to the existing system)				✓
Free supply & fitting of all replacement parts (excluding consumables) as a result of normal wear and tear is available on our fully comprehensive agreement only. Price on application, subject to survey.				

✓ = Included free in the agreement. ^^ = Usually £30+vat per year

You will need a separate service and maintenance agreement for each individual system and individual system type. If you have a wireless alarm system we will change the batteries in line with our [device battery policy](#).

* Free call-outs or remote support only applies to rectify faults that are not caused by you the customer, your agents or acts of God.

If you lose the remote connection into your system, it will most likely be due to an issue with your networking equipment (broadband router or switch) therefore any time we spend trying to resolve issues relating to third party equipment would be chargeable.

** Minimum contract period of 12 months from the date we commission or take over the system. The notice period to cancel this contract is 3 months prior to anniversary date of the contract.

Our full terms & conditions of business are at: <https://www.mes-systems.co.uk/terms-conditions>