

# SURVEILLANCE SERVICE AGREEMENTS



GarberConnect's Surveillance Service Agreements ensure your surveillance equipment is operating properly when you need it. Choose the plan that best fits your organization and receive our assurance your system works for you.

Service	None	Basic	Elite
Annual Inspection and Maintenance Visit	T&M	●	●
Surveillance System Trouble Monitoring	No discount	15% discount	●
Response to Emergency Call	8 hours	4 hours	1 hour
Response to non-Emergency Call	16 hours	8 hours	4 hours
Fixed Labor Rate for term of Agreement	No discount	15% discount	25% discount
Discount on all Surveillance Parts and Equipment	No discount	15% discount	25% discount
Surveillance Consultation & Training	No discount	15% discount	●
Remote Programming & Support Discount	No discount	15% discount	●
Firmware upgrades on GarberConnect Systems	No discount	15% discount	●

*GarberConnect CCTV Service Agreements are an annual contract which either party may cancel within 30 days of contract renewal. Agreements are invoiced annually or quarterly, depending on customer's preference and can be paid by check, credit card, or ACH payment. Please contact your GarberConnect representative for more information.*

Contact one of our Sales Professionals to receive your custom rate for a GarberConnect Surveillance Service Agreement.

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### What can you expect from our Annual Maintenance Visit?

#### Visual Inspection

1. Inquire with staff to see if there are any existing problems or questions.
2. Perform a visual inspection of all equipment and cabling (where accessible) for signs of damage.

#### Cameras

1. Examine housing and bracket for signs of physical wear or water damage.
2. Ensure all brackets and hardware are tight.
3. Inspect cable connection at camera.
4. Adjust Field of View to customer's satisfaction.
5. Ensure lens is correctly focused and dust free.
6. Check operation of auto-iris lens if applicable.
7. Clean housings and domes.
8. Check Pan-Tilt-Zoom operation where applicable.
9. Verify Night Mode operation if equipped.

#### Recording Equipment

1. Verify recorded video duration meets customer's expectation.
2. Inspect that motion recording is correctly programmed.
3. Ensure camera resolution and frames per second are set correctly.
4. Inspect cable connections where accessible.
5. Check condition of UPS back-up battery.

6. Examine system for errors, video loss, network connection failure, etc.
7. Confirm system monitoring is properly working *(for Elite Agreement customers)*.

#### Remote Viewing Stations

1. Verify all remote stations are properly connected to surveillance system and all applicable cameras can be viewed.
2. Test mobile viewing devices.

#### Training & Consultation

1. Provide training for staff members when requested.
2. Complete Inspection Form and advise customer of any system faults and repairs found.
3. Inspection Form will be copied and provided for customer's records.



GarberConnect is a leading partner in the Miami Valley and Columbus regions for Structured Cabling, Business Telephone systems, CCTV surveillance, Fire Alarm systems, Intrusion systems, and Fiber Optics.

**Trusted, Responsive, Personal Service**

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