

## ACCESS CONTROL SERVICE AGREEMENTS

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

Service	None	Elite
Annual Test and Inspection	T&M	●
Contact time in response to Emergency Call	8 hours	1 hour
Contact time in response to non-Emergency Call	16 hours	4 hours
Labor Rate for term of Agreement	No discount	discounted
System Parts and Equipment	No discount	discounted
Replace Defective Batteries	No discount	●
Remote Programming, Training, & Support Discount	No discount	●

*GarberConnect Access Control 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 Access Control Alarm 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 devices, equipment, and cabling (where accessible) for signs of damage.

#### Access Control Panel

1. Verify all circuits are working and properly labeled.
2. Check door controller programming.
3. Confirm door unlocking schedule and holiday schedules.
4. Test system power, batteries, switches, and fuses and replace as needed.
5. Upgrade software to latest release.

#### Devices & Equipment

1. Examine all door contacts and locking devices.
2. Ensure card readers and keypads are working properly.
3. Verify doors operate properly in the event of a fire alarm.

#### Training & Consultation

1. Provide training for staff members when requested.
2. Complete Inspection Form and advise customer of any system faults and repairs required.
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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