



NATIONWIDE SERVICE AND MAINTENANCE

Helping to give you peace of mind

Having made the choice of a STANLEY Security solution, we're sure you will find it indispensable and a vital asset for your business. That's why we've put everything in place to ensure your system continues to run smoothly and that you can receive a rapid response in the unlikely event of a breakdown.

Our highly skilled team of engineers can also provide both onsite and remote forms of preventative maintenance. Helping you remain compliant and ensuring your system continues to operate to its full potential.



More than just a security supplier

24/7 coverage 365 days per week is available should you choose it. Our national call centre is always available to assist and our new remote call triage technical support team can often correct an issue before you even know it exists.



With our team fully trained on all aspects of our systems and kept up to date with technological developments, you can always be assured of the highest levels of service from our skilled technicians.

Saving time and delivering value

Any newly installed system comes a standard 12 month warranty which gives you full parts and labour cover for the first three months, and a further parts only warranty for the remainder of the year.

For continued peace of mind, a STANLEY Security service and maintenance package provides a more efficient option that will save your business time, inconvenience and ultimately provide better value, ensuring that you fully protect and care for your valuable investment.

INTELLIGENT MAINTENANCE

Maintain your security system with complete confidence

Our new 'Intelligent Maintenance' service will provide you with complete confidence that we're proactively alerting you to any system failures of your equipment, allowing us to action a quicker fix* as part of your maintenance solution.

Our system forms a direct connection with your CCTV or Intruder system to actively monitor its health status providing us notifications of any faults in your equipment.

*Please check your service level contract or discuss this with your account manager.

ADDITIONAL BENEFITS

- Guaranteed response times, subject to your selected agreement
- Alerting you to any system failures of your equipment
- Flexible package options, tailored to your individual needs
- Business continuity with reduced downtime and minimised business impact
- Comfortable budgeting with full visibility of costs



SERVICE LEVELS WE PROVIDE

MAINTENANCE OPTIONS				
SERVICE LEVEL OPTIONS	STANDARD	SILVER	*GOLD	^DIAMOND
Access to 24 hour call centre	✓	✓	✓	✓
Service response within 4 hours (24/7)		✓	✓	✓
Service response within 8 hours (24/7)		✓	✓	
Next day service response (only Mon/Fri 9am - 5pm)	✓	✓		
Coverage 7 days from 9am to 5pm		✓	✓	✓
Parts included		✓	✓	✓
Labour included		✓	✓	✓
Preventative Maintenance Visits*	✓	✓	✓	✓

✓ Included as standard

✓ Available as an option - please contact us for pricing

*For **Unmonitored Systems** Allow 1 PMV per Annum, **Monitored systems** Allow 2 Per Annum
Site attendance outside of contracted hours will be charged at agreed contracted rates except Diamond.

*British Standard BS5839 requires that all faults on Fire Systems must be responded to within 8 hours.
We recommend the Gold package to minimise out of contract costs.

^ British Standard BS9263 requires that all faults on Intruder Systems must be responded to within 4 hours.

ABOUT US

STANLEY Security, a division of Stanley Black & Decker (NYSE: SWK), is a provider of integrated security solutions for commercial and industrial organisations globally. We deliver a comprehensive suite of security products, software and integrated systems with a strong emphasis on service.

Learn more about how **STANLEY Security** can help meet your security needs.

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