

Pro-Access and Technologies

Protecting what's important to you.

CCTV MAINTANCE SCHEDULE AND COST

All new equipment supplied by Pro-Access and Technologies will be comprehensively guaranteed for one year from the date of supply to include all parts and labour.

If you are a new maintenance client of Pro-Access and Technologies, annual maintenance cover will be available, payable monthly by standing order. Our call charges for non-maintenance customers range from R250 – R 350 for the first hour.

The rates listed are for static cameras only and are subject to an initial inspection to insure that the equipment is in adequate condition and that we are prepared to take on the contract. If work is required to achieved this it will be arranged at an additional cost in advance of either your Gold or Silver maintenance contract commencing.

For PAN tilt and zoom (PTZ) cameras separate service charges apply, please contact us for details.

Monthly Maintenance Charges (ex.vat)	Silver Service (per month)	Gold Service (per month)
1 – 4 Cameras	R 609.00	R 819.00
5 – 8 Cameras	R 735.00	R 1 029.00
9 – 16 Cameras	R 839.00	R 1 239.00
17 + Cameras	R call	R Call

Maintenance agreements are for a minimum of twelve month, the number of cameras that comprise your installation and the type of service provided will determine the cost of maintenance.

Silver Service

On-site labour only maintenance scheme, therefore there will be a charge for all faulty or replacement that have been purchased outside the twelve month guarantee period.

Gold Service

In addition to above covers mechanical breakdown of cameras, cameras power supplies, lenses, digital video recorders and monitors. The replacement of equipment is at the discretion of Pro- Access and Technologies. Faulty equipment if unrepairable will usually be replaced with the equivalent standard of equipment as determined by Pro-Access and Technologies.

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Customers on our maintenance scheme are entitled to any number of visits within one year relating to genuine non-malicious faults that have occurred on their equipment, and they will be prioritized ahead of non-maintenance customers in this regard.

Our usual response is for a technician to arrive within 48hrs of a customer's request for service. NB. Pro-Access and Technologies does not offer a twenty-four hour emergency call out service.

Included in both scheme are twelve preventative maintenance calls out per annum (every month), at which time we will carry out the following task where appropriate:

- Check history of CCTV system since last maintenance service
- Visual inspection of all major CCTV components including cabling and connections where accessible for signs of deterioration or damage
- Check all CCTV control equipment (monitors, DVR, Multiplexer etc.)
- Check and clean cameras, lenses and housing as necessary
- Check lenses for correct field of view and adjust as necessary
- Check pictures for correct field of view and adjust as necessary
- Check and test remote signaling equipment (where fitted)
- Check recording and playback quality
- Check the satisfactory transmission of images to remote centre (where applicable)
- Repair any minor faults (where possible)
- Re-train the user on use of the CCTV system (if required)
- Log all test results
- Return the CCTV system to operational status.

Gold service maintenance is designed to cover mechanical breakdown not natural wear and tear. The effects of power surges, accidental, storm or flood damage, willful neglect and vandalism are excluded from maintenance cover, as are problems relating to computers / modems / routers / or other telecoms equipment.

Pro-Access and Technologies maintenance may be terminated after twelve months with one month's notice in writing from either party or with one month's notice at any time at the discretion of Pro-Access and Technologies.

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Silver Service Agreement

This Service Agreement is made and will effective on _____ day of _____, 20_____

BETWEEN

Pro-Access and Technologies, Unit 108 Winifred Court, 139 Ampthill avenue, Benoni, Gauteng,
1501, Email: pro-access@live.co.za Tel: 071 247 2554 Fax: 086 232 5920

AND

BACKGROUND: _____ is of the opinion that Pro-Access and Technologies has necessary qualifications, experience and abilities to provide services that are needed by the business of the customer.

AND

Pro-Access and Technologies is agreed for providing quality services to _____ following the terms and conditions stated in the service agreement signed by both companies.

IN CONSIDERATION OF the matters stated above and in consideration of mutual benefits set forth in this agreement, the parties to this agreement agree on the points as follows:

Engagement

1). The customer agrees to engage the second company (Pro-Access and Technologies) to provide the customer with services consisting of several services like seeking potential buyers and others on which the customer service provider and the customer agree upon from time to time and the service provider which is the second company agrees to provide stated services under stated terms and conditions.

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Term of Agreement

2). The term of this agreement will start on the date of this agreement and will remain in full force and effect until the termination date of this agreement that is ____/____/_____ but this term can be extended with the consent of both parties to the agreement.

Performance

3). Both parties to the agreement agree on each and every clause of the contract and to do everything necessary to ensure that the terms and conditions of this agreement take effect.

Compensation

4). For the services provided to the first company by the service provider (Pro-Access and Technologies) under this agreement, the customer will pay to the service provider the amount of R _____ per month as compensation and the customer is entitled to deduct from the service provider's compensation any applicable deductions and remittances enforceable by law.

Banking Details:

Pro-access and tech
62341383131
Cheque Account
FNB
250442

Return of Property

5). Once the agreement is expired, the service provider will return to the customer any property, documentation, concerned records and confidential/proprietary information which is the property of customer.

Legal Expenses

6). If some legal action is to be brought to enforce any term of this agreement then the concerned party will be entitled to recover all legal costs and fees associated with the action.

Notice

7). All notices, requests, demands or other communications required or permitted by the terms of this agreement will be in writing and sent to the concerned party to the agreement in time and all the notices shall be sent to each party on this address:

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Unit 108 Winifred Court, 139 Ampthill avenue, Benoni, Gauteng, 1501 or some other address where notices will be sent. This address must be given in the agreement and both parties have to follow this address for sending notices.

Title/Headings

8). Headings are inserted for the convenience of the parties to the agreement and are not to be considered when interpreting this agreement.

Modifications to Agreement

9). Any amendment or modification in any clause of this agreement or additional heading can be added to the agreement by either party in connection to this agreement but with consent of other party and he must have to get new clause or amended clause signed and approved by the other party.

Entire Agreement

10). It is agreed by both parties that there is no representation, warranty, collateral agreement or condition affecting this agreement except what is expressed in this agreement.

Governing Law

11). It is the intention of the parties that this agreement and the performance under this agreement all special proceedings under this agreement shall be construed in accordance with and under the laws of South Africa without regard to the jurisdiction in which any action or special proceeding may be instituted.

IN WITNESS WHEREOF the parties have duly executed this Service Agreement on ____ day of _____, 20_____.

CUSTOMER

SERVICE PROVIDER

NAME: _____
JOB TITLE: _____

NAME: Kobus Bekker
JOB TITLE: Director

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Gold Service Agreement

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Pro-Access and Technologies, Unit 108 Winifred Court, 139 Ampthill avenue, Benoni, Gauteng, 1501, Email: pro-access@live.co.za Tel: 071 247 2554 Fax: 086 232 5920

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CUSTOMER

SERVICE PROVIDER

NAME: _____
JOB TITLE: _____

NAME: Kobus Bekker
JOB TITLE: Director