



Contract #:M \_\_\_\_\_

This Agreement is made between Western Plains Security & Locksmiths (Birkgate PTY LTD) and the customer as indicated below.

Customer Name \_\_\_\_\_ ABN \_\_\_\_\_

Phone (Home) \_\_\_\_\_ Phone (Business) \_\_\_\_\_

Installation Address \_\_\_\_\_  
(the Premises)

Invoice Address \_\_\_\_\_

Contact \_\_\_\_\_ E-Mail \_\_\_\_\_

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Maintenance Service Price \$ \_\_\_\_\_ inc GST \_\_\_\_\_ This is not an unsolicited contract and no cooling off period

**MAINTENANCE / RECURRING SERVICE AGREEMENT PERIOD = once every 12 months**

Quantity of systems to be serviced .....  Maintenance service schedule \$..... per Service inc GST

Technician travel time \$ \_\_\_\_\_ per service inc GST  
 Service to take place on or near Date \_\_\_\_\_ and re-occur every 12 Months

**ACCEPTANCE** The Customer orders the Security Services as set out in this form and in accordance with the Terms and Conditions overleaf and the person signing on behalf of the Customer warrant his/her authority to place this order. This agreement will remain in force for the term as set out in the service agreement.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Signed for and on behalf of Western Plains Security & Locksmiths ABN 54054549085

Business Name \_\_\_\_\_ Position \_\_\_\_\_  
 If different from above

Print Name \_\_\_\_\_ Signature \_\_\_\_\_

Total Minimum amount payable for this agreement term is \$ \_\_\_\_\_ inc GST over \_\_\_\_\_ months.

# **Standard Programmed Maintenance Proposal**

The standard maintenance contract consists of 1-2 visits per year. A technician will attend the site and conduct the following test procedure:

## **General**

- Speak with Client/Manager and ascertain if there are any faults that they are aware of.

## **Power Supply & Battery**

- Check and record voltage of the power supply and all battery's
- Switch off mains power and record voltage of battery/s after 30 minutes on battery power to ascertain battery performance. If under 12.2volts change battery
- Change batteries if necessary (cost of batteries is additional).

## **Detectors, Door Contacts etc**

- Test the operation of all detection devices
- Check and test that each sector correctly seals and unseals
- Check that no environmental or building alterations are interfering with the systems operation.
- Re-securing any loose non-damaged detection devices
- Clean, dust and remove cobwebs from detectors

## **Communication Devices**

- Check of operation of communication device (Backup, PSTN Dialer & Direct wireless) by transmitting signals to monitoring centre

## **Control Panel and Key Pads**

- Check control equipment and remote key pads and service in accordance with manufacturers recommended procedures

## **Holdup / Panic alarms**

- Check and test operation of signals to monitoring centre

## **Sirens**

- Test internal and external sirens and strobes for operation

## **Cabling, Conduit and Duct**

- Visual inspection and grading of all cable, conduit and duct

## **Records**

- Verify sector list with control room sector list
- Check panel and window signage present and supply or replace as required

## **Reports**

- Technician will provide service report detailing the alarm tests carried out and the results of those tests.
- Any faults found will be reported to the customer and if the customer wishes to have the faults rectified an additional labour and material charge will apply

## **Standard Maintenance Terms and Conditions**

- Standard maintenance does not include any parts and or labour required to rectify any faults. These will be charged separately on the customer service docket.
- Any additions, moves or changes shall require a written quote and will be performed on another service date.
- Standard maintenance calls shall be performed at the discretion of Western Plains Security and Locksmiths. Maintenance visit times will be advised in advance and in most cases will be completed during business hours.
- Standard programmed maintenance charges shall be invoiced on completion and payable according to your current trading terms.
- Recommended period for the Standard Programmed Maintenance shall be a minimum of 12 months. 6 months if duress system.
- Any service calls required outside of the programmed maintenance schedule shall be charged at normal service rates. Routine maintenance will not be performed during these service calls.
- Western Plains Security and Locksmiths will not guarantee that equipment maintained in this contract will not false alarm and all response charges will be charged as normal.
- Western Plains Security and Locksmiths will not be held liable for complete or partial system failure or any false alarms at any time during contract period.
- If expansions to the alarm system occur during scheduled maintenance contractual period, those additional devices will not be maintained until the following charges are revised and accepted by the customer.
- Elevated working platforms if required not included in pricing.