

Support



Terms and Conditions

Support plans are designed for clients of Alarmquip Security Systems with systems sold and installed by us.

Access to the Alarmquip Security Systems Technical Services staff is available in business hours. Your site will need to be on a Support plan to get help for installed products. In many cases when you need help, you need it as fast as you can and we aim to offer this help as fast as we can deliver it to you.

All plans include:

- Support by Email and phone (during Alarmquip Security Systems operating hours)
- Support by Teamviewer for Windows based PCs. Remote access software is required.

Terms

All TechCare plans are for 12 months from the date of payment received. Renewals are required immediately from date of expiry.

Hardware

The plans do not cover hardware failure or any other on site hardware issue. If a hardware problem is diagnosed by the Support technician, a site visit may be needed to analyse the hardware problem. Site visits are billable and invoiced to your site.

1 Annual Remote Support Package

Provides remote support for all Alarmquip systems, supplied and installed by us. Includes CCTV systems, security alarm systems, access control systems, public address and music systems, WiFi networks and associated I.T. systems.

2 Per Incident Remote Support

Provides one hour minimum of remote support for all Alarmquip systems supplied and installed by us. Includes CCTV systems, security alarm systems, access control systems, public address and music systems, WiFi networks and associated I.T. systems. Additional support post one hour is available and will be charged on a per 15-minute incremental basis.

3 Site Attendance

A work order is generated for a technician to attend site. Work orders are scheduled according to demand and the security and safety of premises and individuals.

General Terms and Conditions - Support Plans

The terms and conditions set out below define the service to be provided by Alarmquip Security Systems. Payment of the plan fee is acknowledgment and agreement of these terms and conditions.

Technical Support is provided based upon the plan selected by the individual site. Alarmquip Security Systems is not responsible to you or your site for:

- Software or equipment that is not an Alarmquip Security Systems product, the computer's Operating System, Internet configuration, Internet charges, Bank charges, Repairs to computers or data recovery in the event of loss of your PC.
- Peripherals - e.g. printers, faxes, scanners etc., Gate motors and tracks, door contacts, keypads or control devices, Hardware not installed by Alarmquip Security Systems. There may be a separate support plan required for these products.

Site Requirements

Alarmquip Security Systems assumes that clients have some basic levels of computer skills.

Contact

- Email - admin@alarmquip.com.au These emails are logged on our server.
- Phone - 1300 552 520 All calls are logged. Last call at 4:30PM EAST.
- On site visits are not included in any plan. They are charged for separately.
- Technical Support is open from 8:30AM - 4:30PM (Eastern Standard Time) Weekdays (EXCEPT LOCAL QLD PUBLIC HOLIDAYS AND OTHER NOTIFIED HOLIDAYS)

All Support events are logged and tagged with an event number.

Response time for Support

Alarmquip Security Systems will always use our best efforts to respond to all Support requests as timely as possible. Support is subject to support technician availability on the day. We offer no guarantee of response time as response times are based upon workload demand. Same day support cannot be guaranteed. Priority calls take precedence and sites that are affected by a system wide outage are always given priority.

The Client

The clients responsibility is to determine if the plan suits their particular needs. If you have any questions about the plan, Alarmquip Security Systems can provide additional information upon request. It is not Alarmquip Security Systems responsibility to provide support to clients that are not on a plan or do not pay for a plan.

Clients should ensure - (Plan participation is based on these conditions) (A) Access to systems can be granted at time of support. (B) Antivirus software must be installed and kept up to date. (C) Installed systems must be kept in good condition. (D) Configuration (your

responsibility) of internet connections must be noted and be available to Support technicians upon request. (E) Ensure all parties involved with our systems and our products should be familiar with these terms and conditions.

On Site Attendance

Alarmquip Security Systems may require an on site attendance to resolve any issues. If a site attendance is required, then a charge will apply (based upon the current charge out rate). On site attendances may include any travelling costs. A valid credit card may be required for security for on site attendances. Components that need to be replaced will be advised to the client.

Plan Charges

The plan prices for Alarmquip Security Systems Support Plans are shown on the Alarmquip Security Systems Order Form. Prices exclude GST and are subject to change without notice. Please check with Alarmquip Security Systems for current prices. The term of your plan is for a period of 12 months from the date of payment. Per incident plans include one hour minimum of remote support. Additional support after one hour is available and will be charged on a per 15-minute incremental basis.

Personal Information Disclosure

Alarmquip Security Systems will not use or disclose any information about you or your site without your consent unless: required by law: where we believe it is reasonably necessary in order to provide requested products or services to you: or to protect the rights or property of Alarmquip Security Systems. You consent to Alarmquip Security Systems or a third party who is authorised by Alarmquip Security Systems to contacting you by email (or other means) in connection with the Alarmquip Security Systems Plan selected, including any services or products that may be offered from time to time to plan members.

Limitation of Liability

Except as set out in these terms and conditions, we make no express warranties or representations in connection with the supply of Technical Support, plans or upgrades of the Nominated Software or training. Subject to overriding legislation (see below), we: (a) exclude all implied warranties and conditions under statute or general law as to merchantability, description, quality, suitability or fitness for purpose or otherwise: (b) limit our liability under or in connection with these terms and conditions (however arising, whether contract, tort or otherwise) at our option to one of the following (as applicable): (i) supplying the relevant services again; or (ii) payment of the costs of having the relevant services supplied again; (iii) replacement of the relevant goods or the supply of equivalent goods; (iv) the repair of the relevant goods; (v) the payment of the cost of replacing the relevant goods or acquiring equivalent goods; or (vi) the payment of the cost of having the relevant goods repaired; (c) will not be liable for any loss of profit, indirect, consequential or incidental loss, damage or injury under or in connection with these terms and conditions. Nothing in these terms and conditions will exclude, restrict or modify any rights or remedies which you may have under applicable Australian legislation including the Trade Practices Act 1974 or the States and Territories' Fair Trading legislation which under such laws cannot be excluded, restricted or modified by agreement. In relation to any supplies of upgrades to Nominated Software, liability is limited in accordance with the terms of the applicable software licence agreement. If there is a physical defect in the media upon which the upgrade for the Software is stored and the software licence agreement gives you a right to return such media for a replacement within a time period from the date of purchase or upgrade receipt, Alarmquip Security Systems will honour that commitment for the time period but commencing from the date of delivery to you. Any requirement in such software licence agreement to provide proof of purchase when returning a faulty media will not be applicable. In the event that there is any other inconsistency with such software licence agreement and these terms and conditions, the software licence agreement will prevail.

Operating Systems

Where a plan has been selected that provides assistance for operating systems and software installed on a PC, the assistance is limited to diagnosing software problems. If a reinstallation of programme is required it may incur an additional charge.

Support Medium

Alarmquip Security Systems uses the Internet to provide help support.

Training

Training is not included in plans. We can provide training for most systems upon request.

Hardware

This Support Plan does not include the cost of damaged or faulty hardware.

General

These terms and conditions form part of the plan selected and agreed upon plan. Payment receipt and the plan form being signed is the sites acknowledgment of these conditions. Should plan costs change prior to renewal of the plan selected the new prices in force at the time of renewal apply. Plan fees are not refundable or transferrable.

Should you have any questions about any aspect of the Support program, please contact us on 1300 552 520.