

Fire Alarms Service Plans

JCI have a specialist team of over 1000 service engineers operating throughout the country, who will check your system is in full working order. The level of service they provide will depend on the service level you select. Choose from one of the three service plans below which JCI have developed to meet our customers' specific needs.

The relevant UK Fire Safety Legislation makes it a legal requirement to have your fire safety equipment competently maintained in accordance with British Standard BS5839 Part 1.

Systems should be serviced 2 or 4 times per annum determined by the complexity of the system and the risk being protected.



Service	Standard	Standard Plus	Comprehensive
Support from our 24 hour help desk	■	■	■
Availability of our technicians 24 hours a day, 365 days a year	■	■	■
8 hour response to all emergency call-outs (subject to contract)	■	■	■
Routine inspections	■	■	■
Minor adjustments during inspection	■	■	■
18 month warranty for additionally fitted equipment	■	■	■
Free review of your fire and security requirements	■	■	■
Engineer call-out charges**		■	■
Free fitting of replacement parts as a result of normal wear and tear			■

What does a maintenance visit involve?

Our maintenance visits will ensure that your system remains fully functional and we will work with you to resolve any false and unwanted alarm issues. This will include checking all key components of the system from signalling*** to mains and stand-by power supplies, fire panels, sounders, detectors, call points, auxiliary units, battery connections and fluid levels, as well as repairing any minor faults and visually inspecting that no structural or occupancy changes have taken place.

All work carried out on site, together with time of arrival and departure is recorded on a service call report sheet. Our service engineers will note any deficiencies in the system and recommend work required to maintain full, trouble free operation. They will also provide answers to any questions or queries that you may have. This service call report is shown to you for signature.

*JCI manufactured parts only. **With the Comprehensive and Standard Plus plans, engineer call-out charges are included except in the case of where the system has been damaged by users or third parties or as a call out due to customer mis-operation. Damage due to fire, storm, flood or act of nature, will be chargeable. With all plans, charges will be made for replacement of batteries, lamps/bulbs and emergency lighting lamps. Full details are in the contract terms and conditions. ***It is important that any automatic fire signal is transmitted to an Alarm Receiving Centre in order to initiate a fire brigade response. The JCI TrueInsight communications package relays all fire and fault signals plus planned remote diagnostic checks in between service visits. This is especially advantageous to high risk, high value sites or applications where a complex system of fire cover is employed.

For further information or advice, call: **0800 804 6227**