

MELCOUR SECURITY SOLUTIONS

Comprehensive Maintenance and Extended Warranty Program

Melcour Security Solutions: Your Trusted Security Partner Post-Installation

A critical element of any security solution is the ongoing service and maintenance of your equipment in order to minimize disruptions to your security services. Periodic maintenance and service can reduce downtime and unexpected system failures while extending the life of your equipment and improving system reliability. Other benefits of a Melcour Security Solutions comprehensive maintenance and extended warranty program are:



- Improves the integrity of your data
- Controls annual repair and service budgets
- Eliminates the decision to repair or replace a faulty component
- Annual training introduces the latest security features and reinforces best practices
- Covers listed Parts and Locks-in pre-negotiated labour rates for term of contract

Closed Circuit Television (CCTV) Preventative Maintenance Program Checklist

- Clean cameras including domes and lenses and inside all enclosures
- Field of View adjustments performed with client input (does not include equipment relocation)
- Firmware or Software updates, as required
- Check DVR/NVR hard drives and error logs for health status
- Check DVR/NVR for recording, storage retention, and motion set-up for optimum results
- Clean inside of DVR/NVR and re-check all connections
- Load testing of all UPS battery backup units, replacing batteries when required and proper offsite disposal of used batteries
- Refresher training for End-user(s)
- Provide Verification Report Summary to Client

Access Control Preventative Maintenance Program Checklist


- Check readers for read range and operation of LEDs. Check Electric Strikes and Maglocks; contacts, buzzers, exit buttons, etc., as required
- Check Access Control PC hard drives and error logs for health status
- Check that system backups are automatically performed and stored
- Clean insides of Access Server and Workstation PCs and re-check all connections
- Load testing of all UPS and controller batteries, replacing batteries when required and proper offsite disposal of used batteries
- Refresher training for End-user(s)
- Provide Verification Report Summary to Client

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Alarm System Preventative Maintenance Program Checklist

- Check installation, location and position of all equipment and devices against specification
- Check operation of all detection devices
- Inspect all flexible connections
- Check mains and stand-by battery power supplies, including charging rates
- Check control unit for correct operation
- Check physical connections of remote signaling equipment
- Test communications of remote signaling equipment to the Alarm Receiving Centre (applicable to monitored alarm systems only)
- Check all audible warning and alarm devices
- Check that system is fully operational
- Provide Verification Report Summary to Client

Example of a Melcour Security Solutions Verification Report Summary

Order #	Description of Location	Date	1 11 2 Lock Type 3 4 5 6 7 8 9 10										Comments					
			Tested	Reader	Tested	Battery	Tested	2-1 Single Magnet	2-2 Single Magnet	2-3 Single Magnet	2-4 Single Magnet	2-5 Single Magnet		2-6 Single Magnet	2-7 Single Magnet	2-8 Single Magnet	2-9 Single Magnet	2-10 Single Magnet
																		Date: Feb 21-2012
																		Technician: Jim & Alex
																		Signature:
1	4th FI North Lobby Door	01.05.01	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Handicap / Sonalert fires in software but not at the door
2	4th FI North Emergency Stairs	01.07.02	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
3	4th FI SE Lobby Door	01.06.02	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
4	4th FI Viewing Room	1.20.02	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Handicap /
5	4th FI SW Lobby	1.06.01	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Handicap /
6	4th FI South Emergency Stair	01.08.01	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
7	4th FI Network Room	01.05.02	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
8	4th FI Pension File Room Door	01.03.01	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
9	4th FI LMCD File Rm Door	01.03.02	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
10	4th FI Low Rise East Door	01.04.01	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
11	4th FI Low Rise West Door	01.04.02	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
12	4th FI Health Room	01.07.01	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Handicap /
13	8th FI Health Room		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Unable to test room in use
14	4th FI Reception Panic																	Worked OK
15	4th FI AED																	Worked OK
16	4th Low Rise Exit		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	

Melcour Security Solutions: Toronto's Security Experts

Melcour Security Solutions will work with you and your team to recommend a maintenance program tailored to your needs. You can rest assured that Melcour Security Solutions' qualified, certified and courteous staff will carry out your scheduled or emergency maintenance in a professional manner.

