## MELCOUR SECURITY SOLUTIONS Comprehensive Maintenance and Extended Warranty Program

## **Melcour Security Solutions: Your Trusted Security Partner Post-Installation**

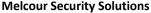
A critical element of any security solution is the ongoing service and maintenance of your equipment in order to minimize disruptions to your security services. Periodic maintenance and service can reduce downtime and unexpected system failures while extending the life of your equipment and improving 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 prenegotiated 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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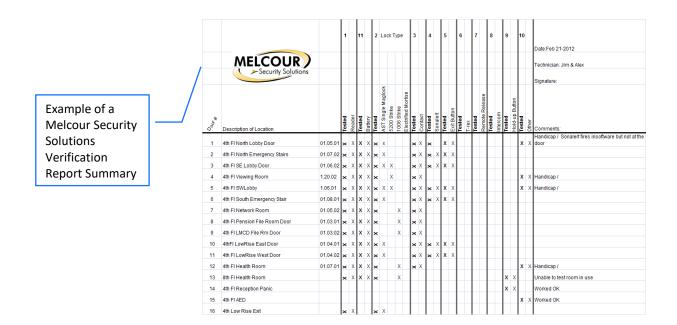
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## **Comprehensive Maintenance and Extended Warranty Program**

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	

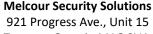


## **Melcour Security Solutions: Toronto's Security Experts**

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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.



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