



## **Citizens Security Premium Service Maintenance Agreement**

### **Why choose Citizens for your Security, Surveillance and Access Control?**

Citizens has stood the test of time providing technology to residential and business customers for over 100 years. Our philosophy is simple. We are committed to customer service and dedicated to technology.

It is our mission to provide quality service, excellent support, and advanced technology in all the products we offer in all of the areas that we serve. We believe in going above and beyond and we offer Service Maintenance Agreements (SMAs) to provide you with the necessary know-how to get and keep your system online and in proper operating condition.

Citizens SMAs are designed to provide real value for your service which saves you money. We provide you with a team of highly qualified individuals for regularly scheduled maintenance backed by a team of 24/7 on-call service technicians. At Citizens, we take pride in the high-quality products that we sell, however, if you ever need maintenance or repair, our SMA allows you to have peace of mind knowing that if something on your system fails or needs repair, then Citizens will be there to take care of it for you.

### **How Citizens Security Premium Service Maintenance Agreement Works?**

- **No-Cost Initial Consultation**

A qualified Citizens Security Specialist will visit your location to meet the appropriate staff member for an evaluation of the status of your current system and service needs. After inspection and assessment, our Security Specialist will make recommendations and suggest options that will best meet the needs of your operation.

A proposal will be supplied for on-going maintenance at specified intervals and any necessary upgrade to bring your system into compliance. A proposed budget for future replacements/upgrades may be required.



- **On-site Service**

Upon approval of the Service Maintenance Agreement, a qualified technician will visit your location to inventory and create a diagram of your system and its components. Any required maintenance tasks will be performed to bring your system up to compliance standards. Pre-Evaluation Tasks may include:

- Cleaning/Housekeeping
- Re-termination of faulty connections
- Systems Tests
- Repair/Replacement of Faulty Equipment
- Checking System Configurations
- Programming/Reconfiguration
- Checking System Error Logs
- Firmware upgrades

- **Regularly Scheduled Preventive Maintenance**

Based on the intervals in the agreement, a Citizens Security Technician will make regular visits to your location(s) to perform the scheduled maintenance or as needed for scheduled repairs. Preventive Maintenance Visits may include: (based on system components)

**Visual Inspection:**

Perform a visual inspection of equipment and cabling (where accessible) for signs of damage

**Cameras:**

- Examine Camera housing and brackets for signs of physical wear or water damage
- Ensure all hardware is tight and in good condition
- Inspection of cable connections, lenses, housings and domes, pan, tilt, and zoom operations
- Cleaning of camera lenses and housings
- Testing of Night Mode operation and auto-iris lens if applicable
- Verifying that programming and settings are correct
- Firmware upgrades

**Recording Equipment:**

- Verify recorded video quality and duration meets customer's expectation
- Inspect and verify motion and continuous recording settings
- Ensure camera resolution, frames per second, and other settings are set correctly
- Check condition of UPS back-up battery if applicable
- Examine the system for errors, video loss, network connection, confirm system monitoring is properly working
- Firmware upgrades
- Software upgrades



**Remote Viewing Stations:**

- Verify all remote stations are properly connected to the surveillance system and all applicable cameras can be viewed.
- Test mobile viewing devices
- Software upgrades

**Training & Consultation:**

- Provide training for staff upon request
- Complete Inspection Forms and advise the customer of system faults, repairs performed or needed and provide a copy for the customer's records.

**What does your property get with Citizens' Premium Service Maintenance Agreement?**

- **Technical Support**

Citizens will provide prompt on-site support by highly skilled technicians who have extensive experience with your system. Technical support or information is also available upon request by phone, fax, or email.

- **Remote Access:**

Depending on your system, Remote Access to your system may be available for support purposes allowing Citizens' authorized technicians to perform diagnostics from our headquarters and not require a site visit. Our systems are protected and only accessible by authorized, qualified technical support staff via a secure and encrypted internet connection to troubleshoot your system remotely.

- **Written Report:**

Our SMA customer will receive a written report after each scheduled visit, detailing the work performed, any work recommended, and a proposed cost should there be additional cost involved.



- **Preventative Maintenance Includes:**

- Preventive on-site visits twice a year
- 20% Discount on replacement equipment after the expiration of the manufacturer warranty
- 20% Discount on labor
- Great value at 8% of the total cost of your system
- Citizens Rapid Response Plan applies
- We perform warranty services only during our normal working hours. IF YOU REQUEST US TO PERFORM WARRANTY SERVICES OUTSIDE OUR NORMAL WORKING HOURS, YOU WILL BE REQUIRED TO PAY US FOR THE SERVICES AT OUR THEN-APPLICABLE RATES FOR LABOR AND PARTS. THE LIMITED WARRANTY DOES NOT APPLY IF WE DETERMINE UPON INSPECTION THAT ANY OF THE FOLLOWING CONDITIONS CAUSED THE NEED FOR SERVICE: (A) Damage resulting from accident, Acts of God, alterations or misuse; (B) You fail to properly follow the operation instructions. (C). Ordinary maintenance or wear and tear; (D) Alterations to your premises (E) Alterations to the system made at your request or made necessary by a change to your premises, damage to your premises or the alarm system, or for any other cause beyond our control. We will not perform warranty service on any device not installed by us. You must furnish the necessary electrical power through your meter at your expense to obtain warranty service.

## **Our People Make the Difference:**

- Citizens Security Specialists are dedicated to providing you quality service by offering you best-in-class products. Our team of experts take pride in demonstrating and educating our clients to use and utilize their systems in order to receive the best experience possible.
- Our Security Specialists are Axis and Honeywell authorized technicians. They are certified installers with technical degrees in their field. Our technicians are measured on specific technical proficiencies for all services provided by Citizens.
- Certified by the Department of Criminal Justice DCJS #11-9804
- Citizens' Security Specialists provide identification on all visits and travel in clearly marked Citizens company vehicles.

Signature for Approval \_\_\_\_\_

Date \_\_\_\_\_