



## Europe Home Security Service Charges from Jan 2022

Minimum Call out – includes 1 Hour labour (advance payment)	£100 - £175*
Fixed price quotes available on request	No Charge
Engineer labour per hour (minimum 1 hour and then 15 minute increments)	£60-£95 + Call Out **
Engineer day rate	£375 / day
Engineer day rate (customer loyalty rate)	£300 / day **
<b>Fixed price labour ONLY charges:</b>	
Internet remote access set-up / connection	£100-£150
Crime investigation, data extraction and /or Police Liaison	£150-£200
Preventative maintenance checks – rec. annually (supplied & installed by us ONLY)	£100 or 10% of invoice value***
Bronze Warranty – recommended following annual checks	£10 PCM / £100 yearly or 10% of invoice value***
Silver Warranty – recommended following annual checks	£20 PCM / £200 yearly or 20% of invoice value***
Gold Warranty extension – recommended following annual checks	£30 PCM / £300 yearly or 30% of invoice value***
Unlimited 4G Wi-Fi (02, Three)	£35/ System PCM
CCTV Central Station Monitoring	£15 / Camera PCM
Basic Alarm Central Station Monitoring	£10/ System PCM
App Charges Alarm and CCTV (First Year FREE)	£5 / System PCM

\*All no-shows will be charged at the appropriate engineer per hour rate

### \*Call Out Charges:

50 Miles or less £100 (Rate1)  
100 Miles or less £125 (Rate2)  
150 Miles or less £150 (Rate3)  
Over 150 Miles or Inside the M25 £175/hour (Rate 4)

### \*\*Labour Charges:

50 Miles or less £60 (Rate1)  
100 Miles or less £70 (Rate2)  
150 Miles or less £80 (Rate3)  
Over 150 Miles or Inside the M25 £95/hour (Rate 4)

\*\*All customers equipment supplied and installed by Europe Home Security, Call out Rate1 and/or customer loyalty rate

\*\*\* Whichever is the greater

**All prices are Exclusive of VAT @ 20%**

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[www.EuropeHomeSecurity.com](http://www.EuropeHomeSecurity.com)

## Preventative Maintenance Checks Include:

- Testing and re-adjustment of focus and video levels on all cameras
- Testing of external camera housings including de-misters (where appropriate)
- Checking of all mechanical fixings, brackets, towers and camera mounts
- Cleaning of all camera lenses and housings
- Report on any temporary obscuring of camera images e.g. growing trees and bushes
- Test all photocells and infrared lamps for correct operation
- Clean video display monitors (where appropriate)
- Adjust video time and date display as required, and check equipment settings
- Carry out test reviewing of recordings and advise on best practice (where appropriate)
- Check video data connections between all control equipment and re-terminate and crimp
- Test all remote video transmission equipment, ensuring correct operation
- Provide a copy of the engineer's report
- Provide any necessary basic instruction and training
- Advise on latest data protection or appropriate legislation
- Advise on the latest equipment available to improve the functionality of the installation
- Check installation, location and siting of all equipment and devices against original 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 hard drive for correct operation
- Check remote signaling / connections
- Check any smart phone / tablet apps settings

## Warranty Extension Includes:

	<b>GOLD</b>	<b>SILVER</b>	<b>BRONZE</b>
Replacement System Parts (Excl. batteries)	YES	YES	YES
Digital Video Recorder Replacement (Excl. Hard Drive)	YES	YES	YES
Labour charges**	YES		
Unlimited telephone support	YES	YES	
Unlimited Remote Desk Top Maintenance	YES	YES	
Email support	YES	YES	YES
Additional parts (not included with original installation)	YES		
Crime investigation, data extraction and /or Police Liaison	YES	YES	
Temporary system replacement if repair required	YES	YES	YES
Monthly payment plans (0% APR)	YES	YES	YES
ICO compliance review and obligatory submission	YES	YES	YES
ICO compliant signage	YES	YES	YES
Planned Maintenance Service visits / Year	2	2	1
FREE Normal Hour Call Outs (Maximum / Year) ****	4	2	0
24/365 Day response	NO	NO	NO

\*\*\*\* Normal Hours of service are between 8am – 5pm Mon - Fri