# Comvision Quality Maintenance Plan

To ensure your security products are working to their optimum performance, Comvision can offer our customers a Quality Maintenance Plan designed specifically to suit your site and particular requirements.

Choose from one of three levels of Quality Maintenance Plans (Platinum, Gold and Silver) and ensure you get the most out of your security system.

Quality managed check sheets are designed for our customer sites to suit the specific site requirements. Our ISO 9001 Quality Management System ensures customers receive the best services and support available for each individual environment.

With a team of highly trained engineers, Comvision can provide you with a maintenance service that best suits your requirements. Our engineers are on-call 24/7 and will have direct experience with your site requirements and technology through our quality management system training.

## TECHNICAL SUPPORT

Comvision specialise in the development, installation and maintenance of advanced security systems for the security, surveillance and communication markets. Our engineers are highly trained and are available 24/7 to support our Quality Maintenance Plan customers.

## MAINTENANCE SOLUTIONS

Our Platinum service is a full comprehensive maintenance program. This provides a worry free maintenance service covering all hardware and labour requirements to keep your system running at optimum performance.

Our Gold and Silver service provides for regular maintenance inspections with discounted training and labour rates.

# Maintenance Plan Options

| Service | Platinum | Gold | Silver |
|---|---|---|---|
| 24/7 Customer Support via our Emergency Call Centre | ✓ | ✓ | ✓ |
| Availability of our Engineers 24 hours a day, 365 days a year | ✓ | ✓ | ✓ |
| Monthly Maintenance Inspections | ✓ | | |
| Quarterly Maintenance Inspections | | ✓ | |
| Six-Monthly Maintenance Inspections | | | ✓ |
| Minor Equipment and Programming adjustments during inspections | ✓ | ✓ | ✓ |
| 12 month warranty for additionally installed items | ✓ | ✓ | ✓ |
| Annual Assessment of your Security requirements | ✓ | ✓ | ✓ |
| Fixed price for the term of the maintenance contract | ✓ | ✓ | ✓ |
| Discount rate for future training requirements | 15% | 10% | 5% |
| Discount on maintenance labour rate | 100% | 20% | 10% |
| Free installation of replacement parts as detailed in the maintenance contract equipment schedule | ✓ | | |
| Firmware upgrades on Comvision supplied and installed systems to increase system efficiency | ✓ | | |

For more information on any of our products or services please visit us on the Web at: www.comvision.net.au

bsi. ISO 9001 Quality Management

ASIAL
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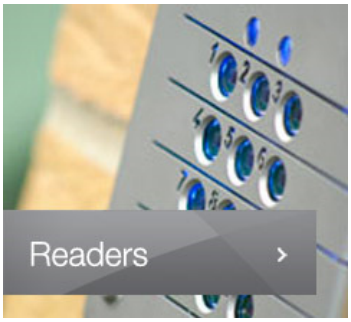
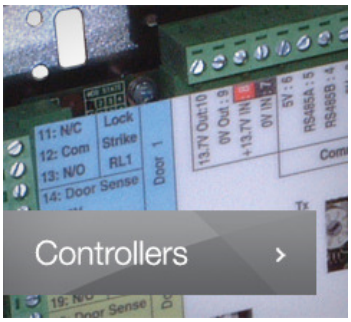
**ISO 9001 Certification – FS 596068**
**ASIAL Silver Member**

# Access Control - Quality Maintenance Plan

To ensure your Access Control Security system is working to its optimum performance, Comvision engineers will complete the following minimum inspections. A comprehensive maintenance report will be kept on your system and if any deficiencies are found they will be documented and a rectification plan will be put in place. The Comvision Quality Maintenance Plan is designed to maintain full trouble free operation of your security system.

| Inspection | Check |
|---|---|
| Check with staff to see if they have experienced any issues with the system | ✓ |
| Check power requirements including mains supplies and stand-by supplies together with backup battery charging rates | ✓ |
| Check all door contacts are operational | ✓ |
| Check all door open to long alarms are operational | ✓ |
| Check all door locks are operational | ✓ |
| Check all door closers are operational | ✓ |
| Check all door emergency break glasses are operational | ✓ |
| Check all door readers are operational | ✓ |
| Check all door keypads and LED's are operational | ✓ |
| Check all door request to exit buttons are operational | ✓ |
| Check all controllers are operational together with communication with the server and event logging | ✓ |
| Check all input and output contacts are operational | ✓ |
| Check all access control software | ✓ |
| Check door open times | ✓ |
| Backup system database and event database | ✓ |
| Carry out minor adjustments to the system | ✓ |
| Provide answers to questions that the customer may raise | ✓ |
| Complete all required maintenance reports and discuss work with the customer | ✓ |
| Leave site clean and tidy | ✓ |



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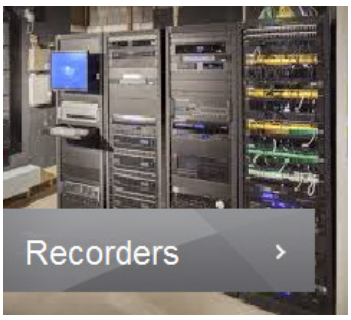
# CCTV - Quality Maintenance Plan

To ensure your CCTV Security system is working to its optimum performance, Comvision engineers will complete the following minimum inspections. A comprehensive maintenance report will be kept on your system and if any deficiencies are found they will be documented and a rectification plan will be put in place. The Comvision Quality Maintenance Plan is designed to maintain full trouble free operation of your security system.

| Inspection | Check |
|---|---|
| Check with staff to see if they have experienced any issues with the system | ✓ |
| Complete visual inspection of all major components | ✓ |
| Check all supporting brackets for signs of corrosion and damage | ✓ |
| Check cameras field of view for correct positioning | ✓ |
| Check camera lenses are correctly focused | ✓ |
| Check operation of automatic Iris & focus together with motorized zoom | ✓ |
| Check and clean camera housings | ✓ |
| Check camera presets, pan/tilt operation together with washer/wiper operation where necessary | ✓ |
| Check operation of infrared lamps and specific lighting where necessary | ✓ |
| Check condition of CCTV monitors and adjust for best picture | ✓ |
| Check physical condition of CCTV monitors and connector cables | ✓ |
| Check CCTV control system operation for camera switching, camera control and recorded footage playback | ✓ |
| Check CCTV alarm interface operation | ✓ |
| Check time and date synchronisation | ✓ |
| Check operation of system joysticks | ✓ |
| Check operation of CCTV recording system including recording period, hard disk drive operation, event recording and all associated media converter hardware | ✓ |
| Backup system database and event database | ✓ |
| Carry out minor adjustments to the system | ✓ |
| Provide answers to questions that the customer may raise | ✓ |
| Complete all required maintenance reports and discuss work with the customer | ✓ |
| Leave site clean and tidy | ✓ |



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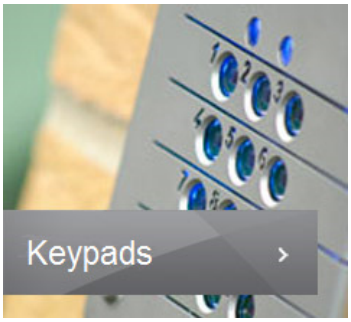
# Intruder Alarm - Quality Maintenance Plan

To ensure your Intruder Alarm Security system is working to its optimum performance, Comvision engineers will complete the following minimum inspections. A comprehensive maintenance report will be kept on your system and if any deficiencies are found they will be documented and a rectification plan will be put in place. The Comvision Quality Maintenance Plan is designed to maintain full trouble free operation of your security system.

| Inspection | Check |
|---|---|
| Check with staff to see if they have experienced any issues with the system | ✓ |
| Check power requirements including mains supplies and stand-by supplies together with backup battery charging rates | ✓ |
| Check operation of detection devices | ✓ |
| Check operation of duress alert devices | ✓ |
| Check and clean detection devices where appropriate and treat with insect repellent | ✓ |
| Check all devices are reporting to the back-to-base monitoring company | ✓ |
| Check all detection device locations have correct descriptions with the back-to-base monitoring company | ✓ |
| Check control units for correct operation | ✓ |
| Check communication equipment for correct operation | ✓ |
| Check all warning devices for correct operation | ✓ |
| Check operation of keypads and LEDs together with entry/exit delays | ✓ |
| Check all input and output contacts are operational | ✓ |
| Check high level interfaces where necessary | ✓ |
| Carry out minor adjustments to the system | ✓ |
| Provide answers to questions that the customer may raise | ✓ |
| Complete all required maintenance reports and discuss work with the customer | ✓ |
| Leave site clean and tidy | ✓ |



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