



Electricus Limited 5 Bycullah Court, Bycullah Road, Enfield EN2 8EF
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 www.electricusgroup.co.uk

Registered in England & Wales at 133 Chase Side, Southgate, London, N14 5HD
 Company No 6918905 VAT Registration No: 989 5559 31

Member



Maintenance & Service Plan.

	1st Year Standard Warranty.	Basic Plan.	Premier Plan.
Phone Response Time. Mon - Fri, 9am - 5pm.	1 Business Day.	Same Day.	4 Hours.
Phone Response Time. Night/Weekend.	Next Business Day.	Next Business Day.	6 Hours.
On-Site Response Time.	3-5 Business Days.	2 Business Days.	Within 8 Business Hours Of Phone Support (Plus Drive Time).
Scheduled Preventative Maintenance Visit.	Not Included.	Once Per Year. Check Functionality Of All Systems, Clean Equipment & Address Any Error Logs In Control System.	Twice Per Year. Check Functionality Of All Systems, Upgrade Network Firmware, Clean Equipment, & Address Any Error Logs In Control System.
Year One Equipment Repair Costs.	Standard Manufacturers Coverage, Client Is Responsible For Removal & Reinstallation Of Product, Plus Any Shipping Or Insurance Cost.	Client Pays 50% Of Service Call & 100% Of Shipping Cost.	Client Pays None Of The Labour, Shipping & Programming Costs (Manufacturer Repair/Replacement Cost Only).
After Year One Equipment Repair Costs.	After 1 Year, Client Pays Labour, Shipping & Programming Costs.	After 1 Year, Client Pays 50% Of Labour, Shipping & Programming Costs.	Client Pays None Of The Labour, Shipping & Programming Costs (Manufacturer Repair Cost Only).
After Hours. (6pm - 8am) Labour Rate.	£120.00 / Hour.	£90.00 / Hour.	£60.00 / Hour.
Control4 / Windows Mac Remote Access Programming / Support.	£80.00 / Hour.	£60.00 / Hour.	£40.00 / Hour + 2 Hours Free/Year + One Control Software Update/Year At No Charge (Subject To Licence Eligibility).
Email Support.	Additional Fee of £30 / Incident After Year One.	Free.	Free.
Phone Support.	Additional Fee of £40 / Incident After Year One.	Additional Fee of £25 / Incident After Year One.	Free.
Site Support Visits.	Charged @ £70 / Hour 1st Hour, £40 / Hour Thereafter.	One Every Six Months, No Charge.	One Every Three Months, No Charge.
Upgrade Discounts.	None.	5% on AV, Security and Control Components.	10% on Audio, Security and Control Components + 5% Reduced Installation Labour Rate.
Annual Fee.	None.	£1000 Per Year.	£1400 Per Year.
2nd Year No Claims Discount (If during the previous year no call-outs are required).	None.	5% Off The Following Years Subscription.	10% Off The Following Years Subscription.

All Prices Exclude Vat @ 20%.

Travel Costs: Project Locations At A Distance Of More Than 25 Miles From EN2 8EF Will Be Charged @ 40p/Mile Each Way.