



Europe Home Security Service Charges – 2018

Call out	No Charge *
Fixed price quotes available on request	No Charge
Engineer per hour (minimum 1 hour and then 15 minute increments)	£50-£75 **
Engineer day rate	£300 / day
Engineer day rate (customer loyalty rate)	£250 / day **
Fixed price labour ONLY charges:	
Camera, cable installation and/or adjustment	£100-£120
DVR Replacement and set-up	£100-£120
Monitor and bracket Installation	£50-£60
Internet remote access set-up / connection	£100-£150
Crime investigation, data extraction and /or Police Liaison	£150-£180
Technical Training sessions – situated at our office (minimum 5 people)	£49 / person / day
Technical Training sessions – situated at our office (less than 5 people)	£69 / person / am or pm
Technical Training sessions – situated at your premises (minimum 5 people)	£79 / person / day
Technical Training sessions – situated at your premises (less than 5 people)	£99 / person / am or pm
Preventative maintenance checks – recommended annually, systems supplied & installed ONLY	10% of invoice value
Bronze Warranty extension – recommended following annual checks	10% of invoice value
Silver Warranty extension – recommended following annual checks	20% of invoice value
Gold Warranty extension – recommended following annual checks	30% of invoice value

* No call out charge is subject to quotes within a 50 mile radius of our office and includes advisory/quotes only

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

**Hourly Charges are dictated by distance from our office and customer status:

50 Miles or less £50/hour, 100 Miles or less £50/hour, 150 Miles or less £60 /hour, over 150 Miles or Inside the M25 £75/hour

**All customers that have equipment supplied and installed by Europe Home Security are charged a customer loyalty rate of £50 / hour

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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:

	GOLD	SILVER	BRONZE
Replacement System Parts (Excl. batteries)	YES	YES	YES
Digital Video Recorder Replacement (Excl. Hard Drive)	YES	YES	
Labour charges**	YES		
Unlimited telephone support	YES	YES	
Unlimited Remote Desk Top Maintenance	YES	YES	
Email support	YES	YES	YES
24/365 Day response	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
Emergency call out (within 24 Hours)	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

**All customers that have equipment supplied and installed by Europe Home Security are charged a customer loyalty rate of £45 / hour or day rate if NOT under warranty