

ANNUAL CONTRACT BROCHURE



EST 1926

BANHAM
SECURITY

Thank you for your interest in Banham Security.
Please see the various services we offer for our
different systems below.

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INTRUDER ALARM

INTRUDER ALARM

We offer three options for your Intruder Alarm Contract, ranging from a maintenance only contract to a full Policed system.

Maintenance Only	Keyholder Monitoring	Police Monitoring
✓ Annual Maintenance Visit	✓ Annual Maintenance Visit	✓ Annual Maintenance Visit
✓ 24/7 Technical Support	✓ 24/7 Technical Support	✓ 24/7 Technical Support
x	✓ Unlimited Remote Resets	✓ Unlimited Remote Resets
x	✓ Remote Maintenance	✓ Remote Maintenance
x	✓ Banham App	✓ Banham App
x	✓ 24/7 Alarm Monitoring	✓ 24/7 Alarm Monitoring
x	✓ 24/7 Nominated Keyholder	✓ 24/7 Nominated Keyholder
x	x	✓ 24/7 Police Dispatch
x	x	✓ ECHO Connect
x	Additional Services Available	Additional Services Available
x	✓ Keyholding Service	✓ Keyholding Service
x	✓ Emergency Dispatch	✓ Emergency Dispatch

What is ECHO Connect?

Banham is the first security company to offer ECHO connectivity in the UK. This means we have a faster connection to the Police when an alarm activation occurs. If you have a Banham Police monitored system, the Metropolitan Police will guarantee response, and typically arrive at your property within 7 minutes.* In a burglary event, this is critical where police response to 999 cannot always be guaranteed.

*Data from the Met Police. Based on average response times to over 1000 Policed alarm since 2022.

Additional Services

We can personalise your contract to suit your unique security needs with a range of additional services.



Keyholding Service

Give us a copy of your key and we will be on call 24/7, 365 to respond whether you are locked out, your alarm has gone off or even if you need us to feed the cat.



Emergency Dispatch

Set up your system to the Police or Fire Brigade so when an activation occurs, they are contacted straight away.



SECURITY
KEYHOLDING &
ALARM RESPONSE

KEYHOLDING RESPONSE

KEYHOLDING RESPONSE

With our keyholding service, we hold a copy of your key in our secured key room so that one of our fully trained SIA Key Guards can check your home or respond to an alarm activation.



"We are so happy with the service. It's reliable and thorough. We are abroad frequently and Banham security visits our home regularly, waters the plants, takes in post etc. The one attempted break in whilst we were away was foiled by a combination of our alarm and Banham Security arriving. The burglars never got past our bedroom which was their point of entry before they fled. Afterwards Banham stayed behind and supervised the clear up of minor damage and recommended window repair services. So we are very satisfied and wherever we are, we sleep better knowing Banham is keeping an eye on our house."

"Our pipes at work burst at midnight last week and flooded the whole building which set off our alarm and keyguard was sent to our building. He went above and beyond to help and by the time I was able to get on site he had isolated the problem, turned the mains water supply off and made sure to move all our desks away from the walls to limit the water damage."

Keyholding	Standard Keyholding with Alarm Response:	Gold Keyholding with Alarm Response:
✓ Secure holding of your keys	✓ Secure holding of your keys	✓ Secure holding of your keys
✓ 24/7 Key Guard Dispatch	✓ 24/7 Key Guard Dispatch	✓ 24/7 Key Guard Dispatch
✓ Key Cutting	✓ Key Cutting	✓ Key Cutting
✓ Lock Outs	✓ Lock Outs	✓ Lock Outs
✓ Property Access	✓ Property Access	✓ Property Access
x	✓ Alarm Activations	✓ Alarm Activations
x	✓ Resecure your home	✓ Resecure your home
x	x	✓ Free Emergency Visits
x	x	✓ Free bank Holiday Emergency Visits

Flexible Holiday Contract:

If you are going away or would like the service for a minimum of 7 days we can set this up hassle free with our team. Whether you would like us to pop in to feed the cat, let a tradesman in or even just be on standby in case we need to check your property we can do this for you.

www.banham.co.uk/keyholding/pricing/



CCTV

CCTV

With a CCTV contract we maintain your system to ensure your CCTV is running all year round. For additional peace of mind, take up 24/7 monitoring where our monitoring centre will respond to activations.

Maintenance	Maintenance & Monitoring
<div><div>✓ Annual Maintenance Visit</div><div>✓ Annual Report</div><div>✓ 24/7 Customer & Technical Support</div><div>x</div><div>x</div><div>x</div></div>	<div><div>✓ Annual Maintenance Visit</div><div>✓ Annual Report</div><div>✓ 24/7 Customer & Technical Support</div><div>✓ Banham App</div><div>✓ Activated Monitoring</div><div>✓ Health Check</div></div>
<div><div>Additional Service Available</div><div>✓ Health Check</div><div>✓ Visual Verification</div><div>✓ Keyholding Response</div></div>	<div><div>Additional Service Available</div><div>✓ Visual Verification</div><div>✓ Keyholding Response</div><div>✓ Intruder Alarm Integration</div></div>

What is Activated Monitoring?

We will notify you when it matters – our cameras have advanced motion detection which alerts our team, if we detect something unusual, we will inform you and your keyholders straight away. Our people protecting you 24/7 - never just a missed notification.

What is Health Check?

This is a 24/7 check to ensure your system is working.

What is Visual Verification?

Our monitoring team will access footage through your camera when the alarm has been activated. We will check to see if there is an intruder present or if there is a cause for sounding the alarm. This will allow for a faster and accurate response to your alarm activation which can be beneficial for a Policed system.



Alarm Triggers



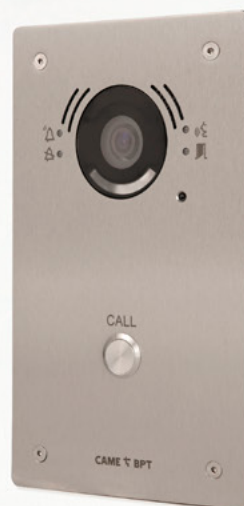
Camera nearest the sensor will send our controller images to check



Our controller verifies the images



We call you and your Keyholders to inform you



ACCESS & ENTRY

ACCESS & ENTRY

Our Access & Entry contract offers you peace of mind in knowing that we maintain your system to ensure it is running smoothly all year round.

Audio Entry:

- ✓ Annual Maintenance Visit
- ✓ 24/7 Customer & Technical Support
- x
- x

Video Entry:

- ✓ Annual Maintenance Visit
- ✓ 24/7 Customer & Technical Support
- ✓ Banham App
- ✓ Remote Access





FIRE ALARM

FIRE ALARM

Our Fire Alarm System contract offers you peace of mind in knowing that we maintain your system to ensure it is running smoothly all year round and provide 24/7 activation response monitoring should you wish.

We are fully compliant with BAFE so we can meet your insurance needs whether you are protecting your home or business.

Maintenance

✓ Two Annual Maintenance Visits

x

x

x

x

x

x

x

Maintenance & Monitoring

✓ Two Annual Maintenance Visits

✓ Banham App

✓ 24/7 Monitoring

✓ 24/7 Fire Brigade Dispatch

✓ 24/7 Customer & Technical Support

Additional Services Available

✓ Keyholding Service

✓ Integrate Intruder System



FIRE SAFETY

FIRE SAFETY

In addition to our Fire Alarm systems, we offer a variety of fire safety equipment. Due to our sleek finish and high-quality products, many art galleries and homes have chosen to use us for their fire safety.

Maintenance

- ✓ Annual Maintenance Visit
- ✓ 24/7 Customer Support



Water | CO2 | Wet Chemical | Dry Powder | Foam Extinguisher | Fire Blankets

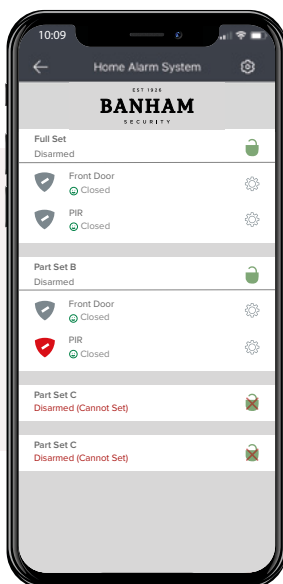


BANHAM SMART ALARM APP

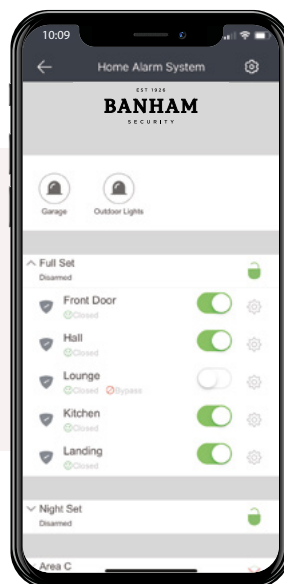
BANHAM SMART ALARM APP

Secure & Reliable:

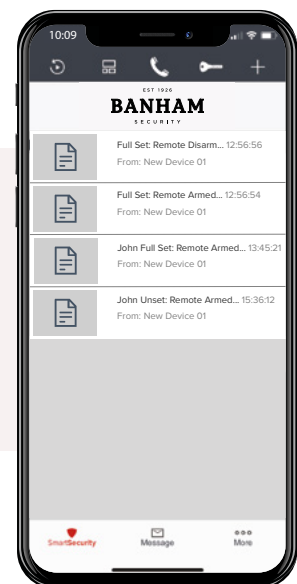
Rest assured that all signals are encrypted to the highest standards. The Banham cloud simply acts as a gateway and never stores or sees codes, passwords, or your data, eliminating hacking vulnerabilities with your system. We are compliant with EN50131-1 and IA1501:2015 standards so it is suitable for Grade 3 installation.



Set and unset your system via the Banham App. The system can also be configured for part, perimeter and night sets.



Check the status of every device with the ability to temporarily disable devices, saving the need to call out and engineer.



Receive push notifications of events and check system activity with a full event log and history.



Banham Security (also known as CMS Keyholding Limited) holds SIA Approved Contractor status for the provision of keyholding services.



EST 1926

BANHAM
SECURITY

Premium Locks With Registered Keys | Door Furniture
Bespoke Gates, Grilles, Shutters & Doors | Luxury Safes
Leading Edge CCTV & Intruder Alarms
24HR Remote Monitoring & Keyholding Services

www.banham.co.uk