

EST 1926

BANHAM

SECURITY

ANNUAL CONTRACT DETAILS



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Thank you for choosing Banham Security.

We look forward to keeping you and your property safe for many years to come.

To see the conditions and features that are applicable to your annual contract, please refer to the table of contents below, select your plan, and you will automatically be redirected to the corresponding section.

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BASIC MAINTENANCE CONTRACT

- One routine maintenance inspection per annum to ensure that the system is functioning correctly
- Any developing fault found during an inspection will be rectified free of charge, except for components that need to be replaced outside the 12-month guarantee period
- Batteries and contacts will be replaced during the inspection, as required
- Free technical telephone support including an unlimited number of free remote resets
- Access to 24-hour emergency cover and service engineers 365 days a year, and in the event of a system failure or emergency, you are entitled to a service within 4 hours of the request. These visits are charged separately and at preferential rates
- Reports of your inspection are provided, as a maintenance contract is often a requirement as part of any insurance policy
- All maintenance inspections are pre-booked well in advance to allow you the opportunity to rearrange the visit should the booked date pose an inconvenience

24 HOUR MONITORING

- All services are included as with a **Basic Maintenance Contract**, but you will receive an additional routine maintenance inspection per annum to ensure that the system is functioning correctly
- One inspection will be carried out remotely using our Automated Remote Maintenance technology therefore you only need to give us access to the property once a year for your added convenience
- 24-hour monitoring from Banham's in-house Alarm Receiving Centre
- We will call your own nominated keyholder upon receipt of an alarm/fault signal

24 HOUR MONITORING — POLICE RESPONSE ON PAB (PERSONAL ATTACK) ONLY

- All services are included as with a **Basic Maintenance Contract** and **24 Hour Monitoring**
- In addition we will call the Police upon receipt a PAB signal only

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24 HOUR MONITORING — FULL POLICE RESPONSE

- All services are included as with a **Basic Maintenance Contract** and **24 Hour Monitoring**
- In addition we will call the Police upon receipt of all confirmed alarm signals

BANHAM KEYHOLDING/ALARM RESPONSE SERVICE

- This gives you peace of mind that, in the event of an alarm activation or callout request, our Key Guards will be dispatched to investigate and secure the property. If the situation is considered serious, you will be contacted for further instructions; otherwise we will operate within previously-agreed guidelines with you

ENTRY & ACCESS SYSTEM MAINTENANCE

- One routine maintenance inspection per annum to ensure that the system is functioning correctly
- Any developing fault found during and inspection will be rectified accordingly free of charge, except for components that need to be replaced outside the 12-month warranty period
- Free technical telephone support
- Access to service engineers throughout the year. These visits are charged separately and at preferential rates
- Reports of your inspection are provided
- All maintenance inspections are pre-booked well in advance to allow for opportunity to rearrange the visit should the booked date pose an inconvenience

CCTV MAINTENANCE & MONITORING

- One routine maintenance inspection per annum to ensure that the system is functioning correctly
- Any developing fault found during an inspection will be rectified accordingly free of charge, except for components that need to be replaced outside the 12-month guarantee period
- Free technical telephone support
- Access to service engineers throughout the year. These visits are charged separately and at preferential rates

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- Reports of your inspection are provided
- All maintenance inspections are pre-booked well in advance to allow for opportunity to rearrange the visit should the booked date pose an inconvenience
- 24-hour monitoring from Banham's in-house Alarm Receiving Centre
- Using advanced analytics or external detectors means images from your cameras are studied by our Operators whenever the system is armed and an appropriate response taken

FIRE ALARM MAINTENANCE AND MONITORING

- Two routine maintenance inspections per annum to ensure that the system is functioning correctly
- Any developing fault found during an inspection will be rectified accordingly free of charge, except for components that need to be replaced outside the 12-month guarantee period. Device battery replacements are charged separately and as required
- Free technical telephone support including an unlimited number of free remote resets
- Access to 24-hour emergency cover and service engineers throughout the year, and in the event of a system failure or emergency, you are entitled to a service within 4 hours of the request. These visits are charged separately and at preferential rates
- Reports of your inspection are provided, as a maintenance contract is often a requirement as part of any insurance policy
- All maintenance inspections are pre-booked well in advance to allow for opportunity to rearrange the visit should the booked date pose an inconvenience
- 24-hour monitoring from Banham's in-house Alarm Receiving Centre
- A Monitored Fire alarm guarantees a Fire Brigade response in the event your Fire Detection system is triggered, potentially saving your home or business premises from damage by fire

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BANHAM SMART ALARM APP

You have total control with the Banham App with the additional peace of mind that we are on hand to deal with any alarm or emergency situation and that we are taking action.

FEATURES AND SPECIFICATIONS

- **Secure and reliable:** 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
- **Fully compliant:** meets EN50131-1 and IA1501:2015 standards, ensuring the Banham App can also be compliant for Grade 3 installations
- **Simple setup on smartphones and tablets:** 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
- **Voice push notifications:** receive voice notifications directly to your device to let you know your alarm system has been armed, disarmed or breached. Other useful notifications such as your smoke alarm has gone off or carbon monoxide has been detected can also be set



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- **Control outputs:** using the wired outputs of the alarm control panel you can integrate automation devices. Trigger outputs with the Banham App, your alarm fob or at any keypad to operate gates, manage lighting or open your curtains
- **Add from Banham's CCTV range** with our basic HD Wi-Fi cameras or high security IP cameras, controlling all your security from your Banham App
- **Split screen viewing:** with a single touch, the screen view can be changed from observing 1 camera stream to 4, 9, 12 or 16 simultaneously. This allows you to monitor the whole property or zoom in for a closer look
- **Visual alarm verification:** easily switch between the control panel for your intruder alarm and CCTV for quick video verification of events
- **Multi-site control:** the Banham App allows users the opportunity to control multiple systems across multiple sites from wherever you are
- **Live & recorded video with audio:** have the ability to watch live video, record on an SD-card, take screenshots, as well as listen in or speak using the microphone-enabled cameras
- In a critical event, your alarm system will send a notification to your Banham App and to Banham's 24hr Alarm Receiving Centre for action. The ARC will verify the signal as a confirmed alarm and depending on your level of response will notify you and your keyholders such as Banham Key Guard who will attend your property



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BANHAM

SECURITY

PROTECTING YOUR PROPERTY

24/7

365 DAYS

MORE PRODUCTS & SERVICES:

LOCKS | LOCKSMITH SERVICES

GATES, GRILLES & SHUTTERS

DOORS | SAFES

CCTV | ENTRY SYSTEMS

INTRUDER & FIRE ALARMS

24HR MONITORING | KEYHOLDING



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

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