



Hunt Security Systems

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SERVICE AND WARRANTY POLICY **POLICIES AND PROCEDURES**

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The purpose of this document is to outline the responsibilities and obligations of Hunt Security Systems as well as the limitations of our rights and responsibilities to the customer (client). Further, to outline the responsibilities of the client and to keep Hunt Security Systems informed of any and all irregularities, problems or malfunctions of the "system" that are not, or may not be automatically reported to the monitoring station.

WARRANTY

New systems installed by Hunt Security Systems, are warranted to be free of defects in material and workmanship for a period of one (1) year, excluding rechargeable batteries, dry cells, lithium batteries, or any self contained power source or supply.

New "devices" added to an existing system installed by Hunt Security Systems or another installation contractor that is out of warranty shall have the same warranty as above.

New "devices" added to an existing system installed by Hunt Security Systems that is within the one (1) year warranty period, will be covered by the existing warranty provided and will neither extend the existing warranty or be warranted independently beyond the existing warranty. Certain exceptions may apply to certain devices or installations at the sole discretion of a manager or director of Hunt Security Systems.

Defects in material and workmanship shall be replaced or repaired by Hunt Security Systems at no charge for parts or labour during the hours of 8Am and 4:30Pm, Monday to Friday. Should the "client" demand, insist or otherwise require warranty service outside these hours, overtime rates may apply at the sole discretion of a manager or director of Hunt Security Systems.

New installations that require the structure to be "pre-wired": Wiring installed during construction is installed in accordance to the BC Electrical Code, and as such is deemed to be installed correctly and fully functional for completion of the "system" at a later date. Wiring found damaged, inoperative or in any way found to be unusable in any way (such as grounds, opens or shorts) is not covered under warranty. The client will be given the opportunity to either forfeit the protective device or to have alternative equipment installed at an additional price to maintain the integrity of the "system".

Defects in materials and workmanship that occur during the warranty period must be reported during the warranty period. Claims for warranty not reported to Hunt Security Systems during the warranty period will not be honored.

WARRANTY-SYSTEMS INSTALLED BY OTHERS

Systems installed by another alarm company carry no warranty. All parts and labour are "Time and Material".

BREAKING IN PERIOD

As with any new "system", machine or any other new and complex device, a "breaking in" period should be anticipated to expose defects. It is reasonable to expect that most or if not all defects in materials and workmanship will be exposed within fourteen (14) days of normal use. Hunt Security Systems selects only the highest quality, proven equipment for the "clients" installation; however, as with anything failures do occur.

SERVICE

Hunt Security Systems will provide normal service between the hours of 8Am and 4:30Pm, Monday to Friday, and provide 24 hour service outside of these hours / days at the prevailing overtime rate.

Clients outside of a 100 Km radius of Abbotsford British Columbia may expect service within 24 hours, which may mean next day service. Hunt Security Systems reserves the right to sub-contract service to an associate licensed security company in the event that our schedule inhibits us to fulfill our obligation to the “client”.

In all cases, weather is a factor and in no case will Hunt Security Systems, it’s agents or employee’s put themselves or vehicles at risk to fulfill a service request, warranty or otherwise. Every effort possible will be made to restore service as soon as possible during adverse weather conditions.

Technical support over the telephone including remote diagnostics are provided free of charge to Hunt Security Systems clients 24 hours per day, seven days a week.

Access code maintenance will be carried out during normal business hours free of charge unless the “client” requires emergency additions or deletions outside of normal hours. A minimal fee should be expected for this service, but is at the sole discretion of a manager or director of Hunt Security Systems.

CLIENTS RESPONSIBILITY

- a) It is the “clients” responsibility to immediately report to Hunt Security Systems any defects, irregularities or problems with the operation or maintenance of the “system”. Some “troubles” are not, or cannot be reported to the monitoring station such as “Telephone Line Fault” unless an alternative communications device is installed.
- b) It is the “clients” responsibility to use the system on a daily basis or when the protected premise is vacant at any time.
- c) It is the “clients” responsibility to inform Hunt Security Systems of any and all authorized persons who have access to the protected premise, and to maintain their own records of access codes and personal identification (PIN numbers or passwords) associated with these persons.
- d) It is the “clients” responsibility to inform Hunt Security Systems of all persons, telephone, cell phone and pager numbers that the “client” requires the monitoring station to attempt to contact should the “system” report a signal that requires immediate attention. The monitoring station will cease to attempt to contact further persons once a person on the list has been informed (unless otherwise instructed).
- e) It is the “clients” responsibility to make accessible to all authorized users of the “system” the “systems” “User Manual” and to know the location of the manual at all times.
- f) It is the “clients” responsibility to make sure that all persons designated to respond to an emergency have access (keys) to the protected premise. This includes guard or patrol response personnel.
- g) It is the “clients” responsibility to instruct all users of the “system” in the proper operation of the “system” including knowing the monitoring station phone number and their “PIN” number or password.
- h) It is the “clients” responsibility to immediately notify the monitoring station should the user generate a false alarm.

TESTING THE “SYSTEM”

It is the “clients” responsibility to test the system at least once a month, or in accordance to the manufacturers’ literature and to inform the monitoring station before the test begins and when the testing ends and to confirm the receipt of the signal(s) intended.

EMERGENCY RESPONSE

Upon receipt of an alarm signal (not including Fire Alarm Signals) the monitoring station will first attempt to contact the protected premise. If no answer, or if an unauthorized user of the "system" who cannot identify themselves is contacted, the appropriate authorities will be dispatched. In the event that a Fire Alarm Signal is received, the Fire Department will be dispatched immediately.

Once the appropriate authorities and property reference has been dispatched / informed of the situation, the responsibility of the monitoring station ceases. Any further participation by the monitoring station staff is purely by the operators own incentive, or by request of the authorities or authorized property reference.

The response time to any alarm situation by the authorities to the protected premise is in its entirety the responsibility of the authority, and in no way reflects a delay in communication of the alarm to the authorities. It is expressly understood that the response time by the authorities is entirely out of the control of Hunt Security Systems, its agents or representatives.

For More Information, Please Read the "SECURITY SYSTEMS AGREEMENT"