

Security System Service & Maintenance Solutions



24-7/365 Security System Service Ensures Optimal System Performance and Reliability

The industry leader in security system design and installation, LAN-TEL Communications provides customers with unsurpassed post-installation service and maintenance programs.

Service solutions are designed to ensure optimal system performance — from the head-end to all components, including security cameras and the access control system. All security systems installed by LAN-TEL are backed by the manufacturer's warranty on all parts, plus our one-year labor warranty for any system service requirements.

Responding to the most sophisticated security and IT system requirements of the dynamic companies we serve, LAN-TEL's service team of experienced technicians respond efficiently to any moves, adds, changes, and upgrades that may be necessary.

ADVANCED TOOLS & SUPPORT

Our technical field personnel are experienced in all aspects of security system service. The team utilizes:

- Advanced Diagnostics
- Fully-equipped service vehicles
- Ready for deployment 24-7/365

SERVICE AGREEMENT OPTIONS

LAN-TEL's preventative maintenance programs are customized to meet the specific needs of our clients. They include:

- Regularly scheduled maintenance checks
- Options for response time
- Options for no labor charges
- Material discounts

ENSURE A SECURE FUTURE

Contact Danielle Gavin, Service Department Manager at **844-575-2001** during Normal Business Hours or **service@lan-tel.com**. After business hours, call **800-551-8599**.



Security System Service & Maintenance Programs



Setting the Industry Standard for Excellence in Security System Maintenance

When it comes to security system service, LAN-TEL Communications provides industry-leading security system service programs, custom-designed to ensure the optimal operation and performance for each system we install.

Post-installation on-site security system training – customized to each client's specific needs and requirements;

One-Year Labor Warranty on Security Systems with extended labor warranty options available;

Regularly Scheduled On-site Preventative Maintenance Inspections – annual, semi-annual or quarterly service options to ensure the system is fully operational, report any defects or damage and return system to operational status.

PREVENTATIVE MAINTENANCE PROGRAMS

VIDEO SURVEILLANCE SYSTEMS

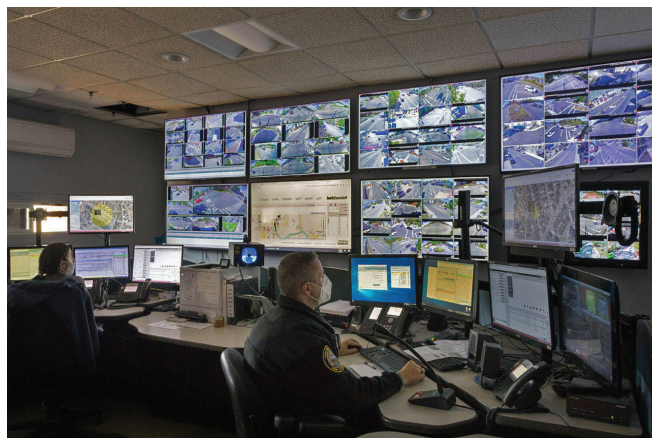
Regularly scheduled comprehensive system inspections (annual, semi-annual) by experienced LAN-TEL technician(s) include:

- Visual Inspection of all components, including cabling and connections where accessible.
- Check all Control Equipment: monitors, NVRs for correct operation and programming settings.
- Clean all camera lenses and housings.
- Check lenses for correct focusing & operation of auto-ins and adjust, as necessary.
- Check lenses for correct field of view and adjust, as necessary.
- Check the satisfactory transmission of images to remote site, if applicable.
- Inspect brackets, housings & associated fittings for corrosion or damage.
- Ensure clamping bolts/brackets are tightened correctly.
- Repair any minor faults.
- Documentation – Summary of Preventative Maintenance Results.

ACCESS CONTROL SYSTEMS

Regularly scheduled system maintenance program includes:

- History of system operation since last maintenance visit.
- Visually inspect all major components (including cabling & connections where accessible) for signs of deterioration or damage and rectify as necessary.
- Check main & stand-by power supplies, including charging rates.
- Check all control equipment (e.g., card readers, pin-pads, locks, strikes, closures) for correct operation and programming (including time/date settings).
- Check input/output controllers for correct operation.
- Replace all batteries and remove and dispose of used batteries.
- Check emergency break-glasses and manual exit devices for correct operation.
- Back-up historic data and database.
- Carry out any minor adjustments or repairs.
- Log test results.



Security System Service Agreements

Preventative Maintenance Programs Designed for Optimal System Performance

LAN-TEL Communications security system service and maintenance agreements are customized to each specific system and client preferences. Our Security Division's project managers, certified technicians, and support staff have many years of experience in security system expertise.

PLATINUM

Quarterly, Semi-Annual or Annual System Inspection
24/7 Service Available
Fast Response Times for Emergencies & Standard Requests
Access to After-Hours Support
No Labor Charges (some exclusions)
No Vehicle Charge
15% discount on parts pricing
SSA Renewals (1-year and 3-year options), as made available

GOLD

Semi-Annual or Annual System Inspection
24/7 Service Available
Access to After-Hours Support
No Labor Charges between 7am-5pm (with some exclusions)
No Vehicle Charge
15% discount on parts pricing
Fast Response Times for Emergencies & Standard Requests
SSA Renewals, as made available

SILVER

Annual System Inspection
Access to After-Hours Support
Discounted Labor Rate
No Vehicle Charge
15% discount on parts pricing
Fast Response Times
SSA Renewals, as made available

Please review the general inclusions in LAN-TEL's service agreement options and contact **John Grennon, Director of Security & Service and New Business Development** at jgrennon@lan-tel.com or **Danielle Gavin, Service Department Manager** at dgavin@lan-tel.com for further details and to discuss the preventative maintenance program that is best suited for your facility and will help ensure optimal long-term system performance.

DECADES OF EXPERIENCE & UNPARALLELED EXPERTISE

LAN-TEL has been providing telecommunication wiring services to customers in New England since 1991. Our team of experienced technicians and project managers are trained and certified to install and maintain all low voltage solutions; from traditional copper-based infrastructure to cutting-edge fiber solutions. The LAN-TEL team brings expertise throughout every phase of your project.

SECURITY TEAMS TRUSTED BY TOP LAW ENFORCEMENT & LEADING FACILITY MANAGERS

LAN-TEL is New England's relied upon security system provider, having provided hundreds of wireless video security system installations throughout Greater Boston and all New England. In our Norwood headquarters prefab department's special IP Lab, technicians efficiently customize security cameras and switches to precise specifications for New England's largest police departments, corporations, educational and healthcare facilities. All security cameras undergo thorough pre-testing prior to being delivered and installed on-site. LAN-TEL technicians provide reliable installations and maintenance of systems in a variety of field conditions, 24-7, whenever the call comes in.

INDUSTRY-LEADING IT INFRASTRUCTURE SERVICES

LAN-TEL's team of IT professionals provide expert IT Infrastructure solutions to diverse clients throughout Greater Boston. Our IT infrastructure group provides end-to-end solutions, from physical cabling to data center infrastructure, including the full integration of security systems. Partnering with the industry's best-in-class IT hardware and software providers to offer the latest solutions. LAN-TEL Communications is the one-stop resource for all your IT infrastructure needs and security system.

