



SAFE I.S.

YOUR FIRE ALARM SERVICE PARTNER

0800 955 3580 **FIRE ALARM SERVICE AGREEMENT** **safeis.co.uk**

Quote Reference:

Start Date of Agreement: From acceptance of contract

Contract Period & Renewal: 1 year from start date, automatically renewed by mutual agreement.

Names of Parties:

Safe I.S. Limited, Systems House, 1 Bridge Parade, Waddon Road,
Croydon, Surrey CR0 4JH

Location of Service:

Telephone Number:

Premises:

Parking Restrictions:

Number of Floors:

Number of Devices:

Notes:

Type of System Service: Fire Alarm, which may include Emergency Lights were applicable.

Applicable British Standard: BS 5839 Part1 2002 Sec. 6 Maintenance Clause 45 Inspect. & Service
BS 5306 Part 8 2004 Sec. 7.2 (Emergency Lighting, if included)

Qualifications: Standard working hours are between 9.00am & 5.00pm. Outside these times will be considered additional to the quoted sum above. The quoted price is based on the information provided to us. During the service works the engineer will compile an asset register which will confirm the number of devices attached to each system. Should additional devices be found, to the original quoted device numbers; Safe I S Ltd reserve the right to increase its charges to reflect the confirmed schedule of equipment. Please ensure the correct quantities are quoted, at this time.

Visits Schedule: 2 visits pa, 50% of fire alarm field devices tested (subject to access).
per visit, panel control functions and batteries tested each visit.
Emergency Lighting (if included); 1 hour and 3 hour discharge tests.
Please Note :- 2 Visits per year are a minimum requirement to meet British Standards (BS5839 Part 1 2002) and your Insurers requirements.



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- Cost and Payment Terms: plus VAT as per Contract (based on requested period)
payable in advance, prior to first visit. All callouts will be chargeable at the current rates shown below, on 30 day invoices and are plus VAT.
- Callout Costs and Rates: Callout Charge (incl. telephone support) at £85.00 per callout
Standard Hours (9:00am – 5:00pm) at £46.00 per hour
Out of Standard Hours at £69.00 per hour
Saturdays at £69.00 per hour
Sundays and Bank Holidays at £92.00 per hour
Aborted Visit Costs - £100 if within 24 Hrs of scheduled visit.
- System Modifications: Any modifications or repairs required to the installed system will be completed subject to an official quotation and purchase order being in place prior to commencement of the works.
- Faults/Callouts: In the event of a fault being reported to Safe I S Ltd, our attendance will be subject to charges in line with the rates listed. All faults found during a service visit will be repaired, following on site authorisation.
- Access to Site: Free and unobstructed access for our engineers will be provided for by the client subject to a minimum of 1 week's notice of attendance being provided by Safe I.S. Limited were practicable.
- Access Equipment: Safe I.S. Limited engineers use proprietary testing equipment that enables access to most areas where the equipment is to be found. The provisions of specialist access equipment, i.e. towers/lifters are not provided or costs included within the above sum and are the responsibility of the client to provide safe access.
- Restricted Access: Should access be restricted i.e. by Landlord reducing hours available to work, priority will be given to call points & accessible smoke detectors for functional testing. Remaining devices will be checked by looking at the analogue device values & where possible simulate the device going into alarm. Sounder tests should be arranged prior to our scheduled visits with tenant, landlords, staff and agents.
Safe I.S. Limited cannot be held responsible for the non compliance of this testing due to third party restrictions and advises the client to seek dispensation from the landlord or allow for the testing to be done out of hours in compliance with the standard.



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Liability: The client shall indemnify Safe I.S. Limited against all claims for loss, injury or damages arising out of the use, operation, breakdown or failure of the equipment or consequential losses arising there from unless caused directly by the negligence, error or omission of Safe I.S. Limited, its servants or agents.

Terms and Conditions: SAFE I. S. Limited full terms and conditions are binding within this contract and are available on request or at our website www.safeis.co.uk

Contract Termination: In the event the client or Safe I.S. Ltd wish to end the agreement, the contract can be terminated in writing by giving a minimum of 1 months notice. Any outstanding invoices/costs to Safe I. S. Ltd must be settled prior in full.

Accepted on behalf of:

Name

Position

Signed

Date Contact Tel No.

Accepted on behalf of: Safe I.S. Limited Tel: 0800 955 3580 Fax: 0800 955 3560

Signed

Issued on

Please sign & return a copy by scanned email, post or fax 0800 955 3560





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TERMS AND CONDITIONS

In these Terms:

"For SIS Ltd, read SAFE I. S. Ltd

"Business Hours" means the hours of 9am to 5pm Monday to Friday excluding Public Holidays;

"Customer" means the person, firm, company or organisation named on the Estimate/ Quotation for whom SIS Ltd. Has offered to supply the Product, and/or Services in accordance with these Terms;

"Contract" means the contract for the supply of the Product, and/or Services: "Estimate/ Quotation" means the document to which these Terms are appended: "SIS Ltd." is a company registered in England and Wales under number 0655 4594.

"Price" means the purchase price of the Product, and/or Services according to the Agreement as set out on the Estimate/ Quotation;

"Product, and/or Services" means the one or more items ordered by the Customer from the range offered for sale by SIS Ltd. from time to time as set out on the Estimate/ Quotation.

"Terms" means these terms and conditions.

1. Agreement

SIS Ltd agrees to supply and the Customer agrees to accept the Product, and/or Services subject to these Terms. Any changes or additions to these Terms must be agreed in writing by SIS Ltd, and the Customer.

2. Orders

2.1 No order which has been accepted by SIS Ltd, may be cancelled by the Customer except with the agreement in writing of SIS Ltd, and on terms that the Customer shall indemnify SIS Ltd, in full against all loss (including loss of profit costs, (including the cost of labour and materials used)), damages, charges and expenses incurred by SIS Ltd, as a result of cancellation.

2.2 In placing an official order with SIS Ltd, the Customer agrees to allow SIS Ltd, to make provision, to carryout minor rectification works as required should they severely affect the fire system integrity and operation, up to a value of £100 net. At all times we will endeavour to notify the client prior to works taking place and seek approval of costs (however this can't be guaranteed).

3. Estimate/ Quotations

3.1 All quotations submitted by SIS Ltd, shall remain valid for a period of 30 days following which, which maybe subject to change without notice. 3.2 The quotation is valid for a period of 30 days after which we reserve the right to re-evaluate the submission prior to accepting an order.

3.3 Quotations allow for installation of the Product, and/or Services, on a continuous basis during Business Hours.

3.4 Customer quotations are often based on information given by the customer over the telephone; the accuracy of the information and particularly quantities of equipment are the responsibility of the client. SIS Ltd reserve the right to uplift costs to reflect inaccuracies when surveying the site.

3.5 All access equipment has been excluded from our bid unless otherwise stated.

4. Price

4.1 SIS Ltd, reserves the right, by giving notice to the Customer at any time before delivery, to increase the Price of the Product, and/or Services to reflect any increase in the cost to SIS Ltd, which is due to any factor beyond the control of SIS Ltd, (such as without limitation, any foreign exchange, fluctuation, currency regulation, alteration of duties, significant increase in costs of labour, materials or other costs of manufacturer), any change in delivery dates. Quantities or specifications for the Product, and/or Services which is requested by the Customer, or any delay caused by any instructions of the Customer or failure of the Customer to give SIS Ltd, adequate information or instructions.

4.2 All Prices quoted to the Customer for the Product, and/or Services are, unless otherwise expressly provided, exclusive of any Value Added Tax, for which the Customer will be additionally liable at the applicable rate from time to time.

5. Delivery

5.1 If agreed in writing on the Estimate/ Quotation, SIS Ltd, shall arrange for delivery of the Product, and/or Services to an address nominated by the Customer at the Customer's expense.

6.

7. Payment

6.1 The Customer agrees to pay SIS Ltd, the Price and any additional sums which are agreed between SIS Ltd, and the Customer for the supply of the Product, and/or Services and any expenses reasonably incurred by SIS Ltd, in the supply of the Product, and/or Services upon delivery of the Product, and/or Services to the Customer.

6.2 SIS Ltd, shall be entitled to invoice the Customer for the Price as specified on the Estimate/ Quotation and if not specified, either on the date of the Contract or interim instalments following the end of each calendar month in which the Product, and/or Services are supplied or at such other times as may be agreed with the Customer.

6.3 If payment is not made on the due date, SIS Ltd, shall be entitled, without limiting any other rights it may have (under the Contract or at law), to charge interest on the outstanding amount (both before and after any judgement) at the rate of 6% above the base rate of Barclays Bank Plc from the due date until the outstanding amount is paid in full. SIS Ltd often employ the services of a 3rd party agent to pursue any outstanding costs (including recovery costs), which must be met in full by the client.

6.4 If payment for the Product, and/or Services is not made by the Customer or before the due date, SIS Ltd reserves the right to cancel the Contract and all other existing or future orders placed by the Customer for the Product, and/or Services.

6.5 Payment terms are deemed to be strictly 30 days from date of invoice unless otherwise stated.

6.6 Should the contracted works or agreement extend beyond a one-month period, interim claims shall be made subject to valuation.

6.7 We reserve the right to sub-contract part or all of the works as we see fit but will ensure that quality remains constant.

7. Risk and Property

7.1 Risk or damage to or loss of the Product, and/or Services shall pass to the Customer:

7.1.1 In the case of Product, and/or Services to be delivered at SIS Ltd. premises, at the time when SIS Ltd, notifies the Customer that the Product, and/or Services are available for collection:

7.1.2 In the case of Product, and/or Services to be installed at the Customers premises or elsewhere at the Customer's request, at the time of installation or, if the Customer wrongfully fails to take delivery of the Product, and/or Services or prevents SIS Ltd', efforts to effect installation, at the time when SIS Ltd, has tendered delivery of the Product, and/or Services

7.2. Notwithstanding delivery and the passing or risk in the Product, and/or Services, or any other provision of these Terms, the property in the Product, and/or Services shall not pass to the Customer until SIS Ltd, has received in cash or cleared funds payment in full of the Price of the Product, and/or Services and all other product, and/or Services agreed to be sold by SIS Ltd, to the Customer for which payment is then due and SIS Ltd, shall be entitled to all rights of access to the Customer's premises to enforce its rights hereunder.

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7.3 In the event of the Customer reselling or otherwise disposing of the Product, and/or Services or any part thereof before the property therein has passed to the Customer as set out in clause 6.2 above, then the Customer will, until payment in full to SIS Ltd, of the Price, hold in trust for SIS Ltd, all its rights under any such contract of resale or any other contract in pursuance of which the Product, and/or Services or any part thereof are disposed of, or any contract by which property comprising the said Product, and/or Services or any part thereof is Or is to be disposed of, and any monies or other considerations received by the Customer there under.

7.4 Once equipment and services/reports have been forwarded, any risk passes to the client, though possession remains with SIS Ltd, until such items are paid for in full.

8. Insurance

8.1 The Customer shall be liable to arrange a suitable policy of insurance to cover replacement of the Product, and/or Services which is acceptable to SIS Ltd, which shall take effect from the date of commencement of the installation of the Product, and/or Services by SIS Ltd.

8.2 The Customer shall be required to provide SIS Ltd, with appropriate documentary evidence of the insurance policy referred to in clause 8.1. above upon the reasonable request of SIS Ltd.

9. Warranty

9.1 Subject to clause 10 below

9.1.1 SIS Ltd warrants that the Product, and/or Services shall be free from defects for a period of 12 months from the date of the Contract: and

9.1.2 SIS Ltd, liability under clause 9.1.1 above shall be limited to the cost of repair or replacement of any defective or faulty Product, and/or Services at SIS Ltd, absolute discretion provided such Product, and/or Services have been correctly maintained whilst in the Customer's possession and subject to any remedial work on the Product, and/or Services taking place during Business Hours.

10. Liability

10.1 SIS Ltd, shall have no liability to the Customer for any consequential loss, damage, costs, expenses or other claims for compensation arising from the Product, and/or Services, or from their late arrival or none arrival, or any other fault of the Customer.

10.2 Except In respect of death or personal injury resulting from SIS Ltd, negligence, SIS Ltd, shall not be liable to the Customer for any loss of profit or any indirect or consequential loss which may arise in connection with the supply by SIS Ltd, of the Product, and/or Services (whether caused by the negligence of SIS Ltd, Its servants, agents, consultants, sub-contractors or otherwise). SIS Ltd, total liability under or arising from the Contract shall not exceed the amount of the Price paid by the Customer to SIS Ltd.

10.3 Any claim by the Customer which is based on any defect on the quality or condition of the Product, and/or Services or their failure to correspond with the agreed specification shall (whether or not delivery is refused by the Customer) be notified to SIS Ltd, within 7 days from the date of delivery or (where the defect or failure was not apparent on reasonable inspection) within a reasonable time after delivery of the defect or failure. If delivery is not refused, and the Customer does not notify SIS Ltd, accordingly, the Customer shall not be entitled to reject the Product, and/or Services and SIS Ltd, shall have no liability for such defect or

failure, and the Customer shall be bound to pay the Price as if the Product, and/or Services had been delivered in accordance with the Contract.

10.4 No ascertained or liquidated damages have been assumed, unless otherwise stated.

10.5 No retention has been assumed. Unless otherwise stated.

10.6 SIS Ltd do not take responsibility for any materials or labour works, to systems over 10 years of age (due to the importance of Fire systems they should be replaced within this period to maintain their integrity).

10.7 SIS Ltd charge for aborted service visits to site, which are instigated by the client (and highlighted in its service agreements. These aborted costs cover the rescheduling and often repositioning of personnel and un-recoverable administration costs.

11. Termination

Either party may (without limiting any other remedy it may have) at any time terminate the Contract by giving written notice to the other if the Other commits any material breach of the Contract and (if capable of remedy) fails to remedy the breach within 30 days after being required by written notice to do so, or if the other goes into liquidation, or (in the case of an individual firm) becomes bankrupt, makes a voluntary arrangement with his or its creditors or has a receiver to administrator appointed.

12. Force majeure

SIS Ltd, shall not be liable to the Customer or be deemed to be in breach of the Contract by reason of any delay as per Estimate/ Quotation, or any failure as per Estimate/ Quotation, any of SIS Ltd, obligations in relation to the supply of the Product, and/or Services, if the delay or failure was due to any cause beyond SIS Ltd, reasonable control.

13. General

13.1 If any provision of these Terms is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of these Terms and the remainder of the provision in question shall not be affected.

13.2 No waiver by SIS LTD. of any breach of the Contract by the Customer shall be considered as a waiver of any subsequent breach of the same or any other provision.

13.3 These Terms (together with any terms set out on the Estimate/ Quotation) constitute the entire agreement between the parties, superseded any previous agreement or understanding and may not be varied except in writing between the parties. All other terms and conditions express or implied by statute or otherwise are excluded to the fullest extent permitted by law.

13.4 No third parties shall have any rights or benefits under these Terms or the Contract.

13.5 Safe means of egress and access, general lighting and welfare facilities are to be provided by the client at all times.

13.6 It has been assumed that any 'free issue' equipment required for the contract shall be provided free of charge, as and when required. Delays caused by failure to provide the correct equipment when needed may incur additional charges to contract.

13.7 SIS Ltd will only provide hand marked as installed drawings for contract works, however SIS Ltd do not undertake design responsibility for the system.

13.8 This Agreement is governed by and shall be construed in accordance with the Law of England and the parties hereby agree to submit to the exclusive jurisdiction of the English Courts.