

# ANNUAL CONTRACT DETAILS



LONDON AND THE SOUTHEAST

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**BANHAM**  
GROUP

# THANK YOU FOR CHOOSING BANHAM GROUP

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

## WHAT'S INCLUDED IN YOUR ANNUAL CONTRACT

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.

The following contract details are applicable to: Banham Security, Security 201, Bridger Security, Close Link Security, Tara Security and GSM Security.

In case you would still like to contact us, you can do so by calling 020 7622 5151, or sending an email to [service@banham.com](mailto:service@banham.com) – we are always happy to assist.

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## Maintenance Only (1 Maintenance Call)

- 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.
- Batteries and contacts will be replaced during the inspection, as necessary.
- Free technical 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. In case the visit is cancelled by the customer, we advise that you contact us as soon as possible to re-book.

## Maintenance Only with CMS Keyholding

- 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.
- Batteries and contacts will be replaced during the inspection, as necessary.
- Free technical 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. In case the visit is cancelled by the customer, we advise that you contact us as soon as possible to re-book.
- CMS Keyholding service contract.



## Maintenance and ARC Monitoring

- Two routine maintenance inspections per annum to ensure that the system is functioning correctly. One inspection will be carried out remotely using our ARM technology therefore you only need to give us access to the property once a year for your added convenience.
- Alarm Receiving Centre Monitoring.
- There is lifetime guarantee on all system parts for ARC connected Intruder Alarm systems with full police response. Please note that this does not apply to contracts with Keyholder Only Monitoring.
- For contracts with Keyholder Only Monitoring, 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. Batteries and contacts will be replaced during the inspection, as necessary.
- Free technical 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. In case the visit is cancelled by the customer, we advise that you contact us as soon as possible to re-book.

## Maintenance and ARC Monitoring with CMS Keyholding

- Two routine maintenance inspections per annum to ensure that the system is functioning correctly. One inspection will be carried out remotely using our ARM technology therefore you only need to give us access to the property once a year for your added convenience.
- Alarm Receiving Centre Monitoring.
- There is lifetime guarantee on all system parts for ARC connected Intruder Alarm systems with full police response. Please note that this does not apply to contracts with Keyholder Only Monitoring.
- For contracts with Keyholder Only Monitoring, 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. Batteries and contacts will be replaced during the inspection, as necessary.
- Free technical 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. In case the visit is cancelled by the customer, we advise that you contact us as soon as possible to re-book.
- CMS Keyholding service Contract.

### Maintenance and ARC Monitoring with CMS Keyholding & Banham SmartAlarm App

- Two routine maintenance inspections per annum to ensure that the system is functioning correctly. One inspection will be carried out remotely using our ARM technology therefore you only need to give us access to the property once a year for your added convenience.
- Alarm Receiving Centre Monitoring.
- There is lifetime guarantee on all system parts for ARC connected Intruder Alarm systems with full police response. Please note that this does not apply to contracts with Keyholder Only Monitoring.
- For contracts with Keyholder Only Monitoring, 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. Batteries and contacts will be replaced during the inspection, as necessary.
- Free technical 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. In case the visit is cancelled by the customer, we advise that you contact us as soon as possible to re-book.
- CMS Keyholding service Contract.
- Banham SmartAlarm App.



## Maintenance and ARC Monitoring with Banham SmartAlarm App

- Two routine maintenance inspections per annum to ensure that the system is functioning correctly. One inspection will be carried out remotely using our ARM technology therefore you only need to give us access to the property once a year for your added convenience.
- Alarm Receiving Centre Monitoring.
- There is lifetime guarantee on all system parts for ARC connected Intruder Alarm systems with full police response. Please note that this does not apply to contracts with Keyholder Only Monitoring.
- For contracts with Keyholder Only Monitoring, 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. Batteries and contacts will be replaced during the inspection, as necessary.
- Free technical 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. In case the visit is cancelled by the customer, we advise that you contact us as soon as possible to re-book.
- Banham SmartAlarm App.

## CCTV/Entry & Access System Maintenance

- 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 warranty period.
- Free technical 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. In case the visit is cancelled by the customer, we advise that you contact us as soon as possible to re-book.

## CCTV Maintenance and Monitoring

- Minimum of one routine maintenance inspection per annum to ensure that the system is functioning correctly. Includes automated testing and diagnostic service, which is carried out every 24 hours.
- ARC Monitoring.
- 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 support.
- Access to 24-hour emergency cover and 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. In case the visit is cancelled by the customer, we advise that you contact us as soon as possible to re-book.

## Fire Alarm Maintenance

- 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 not included in the contract.
- Free technical 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. In case the visit is cancelled by the customer, we advise that you contact us as soon as possible to re-book.

## Fire Alarm Maintenance and ARC monitoring

- Two routine maintenance inspections per annum to ensure that the system is functioning correctly.
- Alarm Receiving Centre Monitoring.
- 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 not included in the contract.
- Free technical 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. In case the visit is cancelled by the customer, we advise that you contact us as soon as possible to re-book.

## *Did you know?*

### Some benefits and facts about Banham:

- Banham is a true British brand, running since 1926, guaranteeing unrivalled expertise and industry-leading aftercare service.
- We are a family run and owned business committed to customer service and have an ethos of hands-on personal service.
- Banham are accredited to the highest Gold standard with the National Security Inspectorate (NSI), ensuring end-to-end top quality services.
- Banham has its own in-house, 24-hour Alarm Receiving Centre (ARC), locally based in South West London (manned by our team of fully-vetted and SIA-licensed ARC controllers) which focuses purely on Banham customers. By not subcontracting this service out, we can guarantee our service and our prices, as well as no hidden phone charges for premium rate lines.
- Banham never uses automated services. Our ARC controllers will respond with a personal phone call and alert you, the nominated keyholders, or the Police (depending on the selected monitoring level).
- The Banham Group has its own subsidiary, professional keyholding company. Discover the unique services we offer and how you can benefit by visiting [www.cmskeyholding.com](http://www.cmskeyholding.com)
- Banham alarm systems are sold outright. If you decide that you no longer want to carry on with a maintenance or monitoring contract with us, you still have a fully functioning alarm system that is not tied into a contract and is fully in your ownership. We never lease systems or take them back.
- Our maintenance and monitoring contracts are all quoted in advance and annually (as opposed to the industry common 3-5 years) with all costs transparent and upfront so you don't get any nasty surprises or bills. You can cancel at any point with no cancellation fees. Furthermore, all annual contract fees can be paid in 12 monthly interest-free instalments via direct debit.
- There is a lifetime guarantee on all system parts for ARC connected systems with a full police response monitoring plan.



## More information

For more information on all our available products and services,  
please visit: <https://www.banham.co.uk/products-services-brochure/>

