

## Installations:

### Site Survey

Prior to quoting for the installation of our **INNOVATIVE** systems, one of our trained technicians will visit the premises to perform a site survey. We encourage the client to take an active role in this process to ensure all parties have a full appreciation of what is required. Our technician will then prepare a fully itemized quotation for each system selected (alarm, cctv, access control), detailing all devices, supporting material, labour time and any other special considerations.

### Installation

All **INNOVATIVE** systems are fully installed and commissioned by our qualified technicians, ensuring a smooth and trouble free installation with minimal disruption to your daily schedule. Before leaving site, technicians together with the client run through a sign off procedure to ensure all equipment has been installed satisfactorily and all devices are correctly positioned to achieve the desired effect. All relevant documentation such as manuals and cd's as well as signage, eg. ("PROTECTED BY **INNOVATIVE**") are also supplied.

### Training

The final step in the installation process involves system configuration and end user training. Our technician, together with the client, will configure such items as camera names, motion sensitivity, usernames and passwords etc. Full end user training is given and simple step guides are also supplied.

### Warranty & After Sales Support

Most **INNOVATIVE** systems are accompanied by a full 12 months parts and labour warranty. Customers are welcome to extend this warranty if required. Support contracts are also available which, in addition to telephone support, provide planned maintenance site visits.

