

PREVENTATIVE + PLAN SERVICE LEVEL MATRIX

The following scheduled preventative maintenance visits will occur twice a year and includes the following services while onsite:

Check history of system since last maintenance visit.	✓
Visually inspect all major components (include cabling & connections where accessible) for signs of deterioration or damage and rectify as necessary.	✓
Check all control equipment (e.g. monitors, DVRs, multiplexers units) for correct operational and programming (includes time/date settings)	✓
Clean cameras lenses & housings as necessary	✓
Check lenses for correct focusing & operation and adjust as necessary.	✓
Check lenses for correct field of view and adjust as necessary	✓
Check PTZ presets & patrolling (if applicable)	✓
Check the satisfactory transmission of images to remote site (where applicable)	✓
Inspect brackets, housings & associated fittings for corrosion or damage.	✓
Ensure clamping bolts/brackets are tightened correctly.	✓
Repair any minor faults to system to make sure it is fully operational and report any defects or damage	✓
Return system to operational status (where applicable)	✓
Relabeling of systems as needed	✓
Firmware Updates as needed	✓
Check network and server rack housing recorders and related equipment to ensure in working condition, including replacing bad cables & connectors if necessary, make sure all applicable network hardware is functioning properly.	✓
Full reporting of maintenance visits by email	✓