



# MAINTENANCE SERVICE PLANS

Regular maintenance and inspections are the best way to ensure that your Security System is always delivering the peace of mind you expect. By enrolling in one of Scarsdale Security’s Service Plans means you may never have to pay full price for a required service.

| What's Included?   | Monitoring Contract Only                        | Basic Service Plan          | Premium Service Plan                      |
|--|---|-----------------------------|---|
| <i>Pricing</i>   | <i>Current Hourly Labor and Equipment Rates</i> | <i>Beginning at \$15/mo</i> | <i>Beginning at \$25/mo</i>               |
| Technical phone support 9 am to 5 pm M – F.  | ✓   | ✓                           | ✓   |
| Professional Standard Service by appointment 9 am to 5 pm M – F.   | ✓   | ✓                           | ✓   |
| Labor and Equipment for covered repairs or replacements.   |   | ✓                           | ✓   |
| Priority Scheduling when Available, including ‘First of Day’ options.  |   |                             | ✓   |
| One complimentary battery check per year and replacement of low- or out-of-date SYSTEM 12V battery.                  |   |                             | ✓   |
| One complimentary maintenance inspection per year if requested   |   |                             | ✓   |
| Preventative Maintenance (Optional cost – requires contract ‘Statement of Planned Work’ rider with specific details) |   |                             | <i>Available - see below requirements</i> |

Service Plans include labor and equipment for repairs or replacements due to normal usage or wear and tear. Preventative Maintenance (PM) which is not a repair can be ADDED to the Service Plan at an additional cost and is NOT included in the above plans without a Signed Scope of Work as an additional signed contract document. Any service due to items beyond Scarsdale Security’s control, such as vandalism, willful or accidental damage, unauthorized repair, or alteration will be charged at our standard service rates. A complete list of excluded repairs or replacements may be requested.



## LABOR RATES AND FEES

Non-warranty repairs or replacements for customers that are not enrolled in our one of our Service Plans, or for work that is not covered by a Customer’s Service Plan, will be billed at the following labor rates (plus retail price of required parts):

|  | <b>Standard</b>   | <b>Priority</b>   | <b>Emergency</b>   |
|--|---|---|--|
|  | <i>Monday - Friday<br/>9:00 am to 5:00 pm</i>   | <i>Monday - Friday<br/>9:00 am to 5:00 pm<br/>Service Guaranteed<br/>Within 4 Hours</i> | <i>All day and evening on<br/>Weekends and Holidays or<br/>Monday – Friday after 5 pm or<br/>before 9 am</i> |
| <b>Residential</b>                                       | \$125 for first 30 minutes then<br>\$125 per hour.  | \$275 per hour<br>1 hour minimum  | \$325 per hour<br>1 hour minimum   |
| <b>Commercial Burglar Alarm<br/>(Not NYC)</b>            |   |   |  |
| <b>Commercial NYC and<br/>National Fire</b>              | \$188 for first 30 minutes then<br>\$188 per hour   |   |  |
| <b>Schools and Other NY<br/>Eligible Entities</b>        | Per NY State Contract<br>1 hour minimum   | Per NY State Contract<br>1 hour minimum   | Per NY State Contract<br>1 hour minimum  |
| <b>National Burglar Alarm or<br/>CCTV</b>                | \$125 per hour<br>1 hour minimum  | \$375 per hour<br>2 hour minimum  |  |
| <b>Non Contracted Service</b>                            | \$187.50 per hour<br>1 hour minimum   | \$450 per hour<br>2 hour minimum  |  |
| <b>Technical Phone Support</b>                           | \$62.50 for first 30 minutes<br>then \$62.50 per hour.  | \$165 per hour<br>1 hour minimum  |  |
| <b>Remote Programming or<br/>Remote Control Services</b> | \$25.00 per Service   |   |  |
| <b>FEES</b>  | A recovery charge for customer mandated data portals and supplemental field technician fees for any chargeable service may be added to the prices listed above. |   |  |