

Terms and Conditions

TechCare plans are designed for users of Alarmquip Security Systems AccessEzy Digital Access Control software, door alarms and relay controlled devices such as alarm panels and lighting control and multiple on-site installations. Plans also cover PTI installations, Digital CCTV systems, computers and peripherals sold and installed by us.

Access to the Alarmquip Security Systems Technical Services staff is available in business hours. We are experienced in Self Storage operations and in most cases can answer your questions. Your site will need to be on a TechCare plan to get help for installed products. In many cases when you need help, you need it as fast as you can and we aim to offer this help as fast as we can deliver it to you.

All plans include:

- Support by Email and phone (during Alarmquip Security Systems operating hours)
- Support by Teamviewer for Windows based PCs. Remote access software is required.

Terms

All TechCare plans are for 12 months from the date of payment received. Renewals are required immediately from date of expiry.

Hardware

The plans do not cover hardware failure, cabling, door switches or any other on site hardware issue. If a hardware problem is diagnosed by the Support technician, a site visit may be needed to analyse the hardware problem. Site visits are billable and invoiced to your site.

Upgrades

Upgrades, if provided by the manufacturer and their support, are provided as part of this plan.

Upgrades to AccessEzy V2 from V1 of AccessEzy only. Advent is not a supported upgrade product.

1 AccessEzy Gates Plan

This plan provides remote support for AccessEzy, Falcon or F2000 software. Includes support for access control to gates and doors. If an upgrade becomes available for AccessEzy, it will be included at no cost. The plan covers software support.

2 AccessEzy Unit Alarm Plan

This plan covers remote support for the addition of individual door alarms.

3 General Support Plan

This plan covers remote support for all Alarmquip supplied systems. Includes CCTV systems, security alarm systems, public address and music systems, WiFi networks and associated I.T. systems.

General Terms and Conditions - TechCare Plans

The terms and conditions set out below define the service to be provided by Alarmquip Security Systems. Payment of the plan fee is acknowledgment and agreement of these terms and conditions.

AccessEzy Software

Alarmquip Security Systems and its suppliers are responsible for the ongoing development of its suite of Software products and related hardware peripherals. Alarmquip Security Systems is committed to providing quality reliable Self Storage Access Control software. New versions are designed and tested for distributed by Alarmquip Security Systems.

Technical Support is provided based upon the plan selected by the individual site. Alarmquip Security Systems is not responsible to you or your site for:

- Software that is not an Alarmquip Security Systems product, the computer's Operating System, Internet configuration, Internet charges, Bank charges, Repairs to computers or data recovery in the event of loss of your PC.
- Peripherals - e.g. printers, faxes, scanners etc., Gate motors and tracks, door contacts, keypads or control devices, Hardware not installed by Alarmquip Security Systems or Self Storage Management related software. There may be a separate support plan required for these products.

Site Requirements

Alarmquip Security Systems assumes that sites have some basic levels of computer skills. Copying files in Microsoft Windows, knowing where the data files are located and backing up daily is essential for Technical Support help. These skills are easy to obtain and learn.

Contact

- Email - admin@alarmquip.com.au These emails are logged on our server.
- Phone - 1300 552 520 All calls are logged. Last call at 4:30PM EAST.
- On site visits are not included in any plan. They are charged for separately.
- Technical Support is open from 8:30AM - 4:30PM (Eastern Standard Time) Weekdays (EXCEPT LOCAL QLD PUBLIC HOLIDAYS AND OTHER NOTIFIED HOLIDAYS)

All Support events are logged and tagged with an event number.

Response time for Support

Alarmquip Security Systems will always use our best efforts to respond to all Support requests as timely as possible. Support is subject to technician availability on the day. We offer no guarantee of response time as response times are based upon workload demand. Same day support cannot be guaranteed. Priority calls take precedence and sites that are affected by a system wide outage are always given priority.

The Licensee (the site)

The licensee's responsibility is to determine if the plan suits their particular needs. If you have any questions about the plan, Alarmquip Security Systems can provide additional information upon request. It is not Alarmquip Security Systems responsibility to support or provide upgrades to sites that are not on a plan or do not pay for a plan.

Licensees should ensure - (Plan participation is based on these conditions) (A) AccessEzy software must be backed up every working day. (B) Antivirus software must be installed and kept up to date. Operating systems must be kept in good condition. (C) Configuration (your responsibility) of internet connections must be noted and be available to Support technicians upon request. (D) Ensure ALL STAFF who use AccessEzy and our products should be familiar with these terms and conditions.

On Site Attendance

Alarmquip Security Systems may require an on site attendance to resolve any issues. If a site attendance is required, then a charge will apply (based upon the current charge out rate). On site attendances may include any travelling costs. A valid credit card may be required for security for on site attendances. Components that need to be replaced will be advised to the site manager.

Plan Charges

The plan prices for Alarmquip Security Systems Support Plans are shown on the Alarmquip Security Systems Order Form. Prices exclude GST and are subject to change without notice. Please check with Alarmquip Security Systems for current prices. The term of your plan is for a period of 12 months from the date of payment.

Personal Information Disclosure

Alarmquip Security Systems will not use or disclose any information about you or your site without your consent unless: required by law; where we believe it is reasonably necessary in order to provide requested products or services to you; or to protect the rights or property of Alarmquip Security Systems. You consent to Alarmquip Security Systems or a third party who is authorised by Alarmquip Security Systems to contacting you by email (or other means) in connection with the Alarmquip Security Systems Plan selected, including any services or products that may be offered from time to time to plan members.

Limitation of Liability

Except as set out in these terms and conditions, we make no express warranties or representations in connection with the supply of Technical Support, plans or upgrades of the Nominated Software or training. Subject to overriding legislation (see below), we: (a) exclude all implied warranties and conditions under statute or general law as to merchantability, description, quality, suitability or fitness for purpose or otherwise; (b) limit our liability under or in connection with these terms and conditions (however arising, whether contract, tort or otherwise) at our option to one of the following (as applicable): (i) supplying the relevant services again; or (ii) payment of the costs of having the relevant services supplied again; (iii) replacement of the relevant goods or the supply of equivalent goods; (iv) the repair of the relevant goods; (v) the payment of the cost of replacing the relevant goods or acquiring equivalent goods; or (vi) the payment of the cost of having the relevant goods repaired; (c) will not be liable for any loss of profit, indirect, consequential or incidental loss, damage or injury under or in connection with these terms and conditions. Nothing in these terms and conditions will exclude, restrict or modify any rights or remedies which you may have under applicable Australian legislation including the Trade Practices Act 1974 or the States and Territories' Fair Trading legislation which under such laws cannot be excluded, restricted or modified by agreement. In relation to any supplies of upgrades to Nominated Software, liability is limited in accordance with the terms of the applicable software licence agreement. If there is a physical defect in the media upon which the upgrade for the Software is stored and the software licence agreement gives you a right to return such media for a replacement within a time period from the date of purchase or upgrade receipt, Alarmquip Security Systems will honour that commitment for the time period but commencing from the date of delivery to you. Any requirement in such software licence agreement to provide proof of purchase when returning a faulty media will not be applicable. In the event that there is any other inconsistency with such software licence agreement and these terms and conditions, the software licence agreement will prevail.

Operating Systems

Where a plan has been selected that provides assistance for operating systems and software installed on a PC, the assistance is limited to diagnosing software problems. If a reinstallation of programme is required it may incur an additional charge.

Support Medium

Alarmquip Security Systems uses the Internet to provide help support for the software.

Training

Training is not included in plans. We can provide training for most systems upon request.

Hardware

This Support Plan does not include the cost of damaged or faulty hardware.

General

These terms and conditions form part of the plan selected and agreed upon. Payment receipt and the plan form being signed is the sites acknowledgment of these conditions. Should plan costs change prior to renewal of the plan selected the new prices in force at the time of renewal apply. Plan fees are not refundable or transferrable.

Should you have any questions about any aspect of the Support program, please contact us on 1300 552 520.