



Premier Service Plan for Video Systems

The investment you are making in a video surveillance system is a vital component of your companies daily operation. It is important to protect this investment by maintaining it for maximum performance and minimal downtime. This is why **Habitec Security** goes above and beyond with a **PREMIER SERVICE PLAN** to ensure performance while shielding you from unexpected costs, system failures and frustrations.

PSP BENEFITS	DESCRIPTION	
Lifetime Extended Warranty	We will repair or replace any components of the video system because of normal wear and tear.	✓
Annual Inspection and Cleaning with Preventative Maintenance	We will clean, inspect, refocus cameras and perform preventive maintenance to the video system annually.	✓
Annual Security and Software Updates	During our annual inspection we will update the software for security and current features.	✓
Critical Security Updates	We will remotely update the software after notification of any critical security updates.	✓
Same Day or Next Day Service	We guarantee the arrival of a service technician within 24 hours of the service request.	✓
Hot Spare Replacement	We will install a temporary device in place of all video system components sent out for repair.	✓
Remote Training and Support	Anytime you need help with using your video system we are available.	✓
Critical Event Retrieval	In the case you are having trouble retrieving an event, we are here to help!	✓
Remote Video View	We will provide a cloud connection for your video system to view remotely.	✓

