

Version 1.0, issued 15 Oct 2026. These are our terms for supplying and fitting a security system. Please read them with your quote; the box below covers the main points.

In short

- Your quote describes the system and the work, and the price is fixed for that work. Nothing is added to your bill without your say-so.
- We are not VAT registered, so no VAT is added.
- You pay a 50% deposit when you accept, and the balance within 7 days of our invoice when the work is finished. Our quotes are valid for 30 days.
- The equipment stays ours until it has been paid for in full.
- We guarantee all the equipment we fit, including hard drives, and our workmanship for 12 months from handover. If anything fails in that time, we replace it and deal with the supplier ourselves.
- If you are a consumer and you agreed the contract at your home, online, by phone or by email, you can cancel up to 14 days after the equipment comes into your possession (usually the day we fit it).
- We offer a maintenance plan for every system we install. A police response alarm must have one.
- If your CCTV records areas outside your property, data protection law may apply to you.
- If something isn't right, tell us and we'll put it right.

1. About us and these terms

- 1.1 We are ZN Security Systems Ltd, a company registered in England and Wales (company number 17222219). Our registered office is 44 Higher Ardwick, Manchester M12 6DA. You can contact us on 0161 490 9090 or at enquiries@znss.co.uk. Our website is znss.co.uk. We are registered with the Information Commissioner's Office (registration number ZC246750).
- 1.2 In these terms "we", "us" and "our" mean ZN Security Systems Ltd, and "you" and "your" mean the customer named on the quote. Your "system" means the intruder and hold-up alarm, CCTV, access control or door entry equipment we supply and install. The "work" means the survey, design, supply, installation, commissioning and handover described in your quote.
- 1.3 Your contract is made up of your quote (including any system design proposal or specification), these terms, and any changes we agree in writing. If anything in the quote is different from these terms, the quote applies.
- 1.4 A "consumer" is an individual acting for purposes that are wholly or mainly outside their trade, business or profession. Some parts of these terms apply differently to consumers and business customers, and we say so where it matters.

2. Survey, design and your quote

- 2.1 Before we quote, we survey the property and talk to you about the risks and what you need. Your quote and system design proposal set out the equipment, where it goes, how it will work and the standard it is designed to.
- 2.2 We design and install systems to the British and European standards and codes of practice that apply: for intruder and hold-up alarms PD 6662 and BS EN 50131 (with BS 8243 where confirmed alarms are needed for police response); for CCTV BS EN 62676 or the SSAIB code of practice SS2003; for access control BS EN 60839-11 or the SSAIB code of practice SS2002; and BS 7671 for wiring. The standard and, for intruder alarms, the security grade are shown on your system design proposal.
- 2.3 If your insurer needs a particular grade, standard or type of installer, please tell us before you accept, and check that our proposal meets it.
- 2.4 Our quote is valid for 30 days from its date. It is based on what we could see and were told at the survey.
- 2.5 Our quotes include this wording, which is part of these terms: "This is a fixed price for the work described above. If you ask for anything extra, or we come across something that couldn't reasonably be seen beforehand, we will explain it and agree the cost with you before going ahead. Nothing is added to your bill without your say-so. Additional time on site is chargeable."

3. Accepting the quote

- 3.1 You accept the quote by signing it, by confirming in writing or by email, or by accepting it online, and by paying the deposit. The contract starts when we confirm your acceptance.
- 3.2 Please check the quote carefully and tell us straight away if anything is wrong or missing.

- 3.3 If you ask for changes after accepting, we will tell you the effect on the price and timing, and agree them with you in writing before we carry them out.

4. Price and payment

- 4.1 The price is shown on your quote. We are not VAT registered, so no VAT is added.
- 4.2 A deposit of 50% of the price is payable when you accept the quote. We order the equipment for your job once the deposit has been paid.
- 4.3 We invoice the balance when the work is finished and the system has been handed over. Payment is due within 7 days of the invoice date, by bank transfer or another method shown on the invoice. Where a large job is to be paid in stages, the stages are shown on your quote.
- 4.4 Any extra work agreed under 2.5 or 3.3 is added to the final invoice.
- 4.5 If you think part of an invoice is wrong, please tell us promptly and pay the part that is not in dispute.
- 4.6 If you do not pay an invoice on time, we may charge interest on the overdue amount at 4% a year above the Bank of England base rate, from the due date until it is paid. If you are a business customer, we may instead claim interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998, together with our reasonable costs of recovering the debt.

5. Ownership of the equipment

- 5.1 The equipment stays our property until you have paid for it in full, including any agreed extras. Ownership then passes to you.
- 5.2 You are responsible for loss of or damage to the equipment once it has been delivered to your property, so please make sure your insurance covers it.
- 5.3 If an invoice is still unpaid after we have written to you about it, we may ask to collect the equipment that has not been paid for. We will only enter your property with your permission or a court order, and we will make good any damage caused by removing it.
- 5.4 Apps, software and cloud services that come with the equipment are provided by the manufacturer under its own terms.
- 5.5 At handover we give you the user or master codes, app logins and passwords you need to use and control your system, and we recommend you change them. For security we keep the engineer code private, which is normal practice. If you move to another company, we will either reset it to the factory setting or work with the new company to reprogram it. We may make a reasonable charge for any visit this needs, no higher than our normal call-out charge, and we will agree it with you first. We will never hold back codes, police reference numbers or other information you are entitled to.

6. Before and during installation

- 6.1 We will agree a start date with you and tell you as soon as possible about any delay.
- 6.2 You agree to:
- (a) give us safe access to the property at the agreed times, with electricity available, and a working internet connection and router where the system needs one for remote viewing, apps or signalling;
 - (b) clear the work areas, move vehicles, furniture and valuables, and keep children and pets away from the work;
 - (c) tell us about any hazards, including any asbestos (please show us any asbestos survey) and hidden pipes or cables;
 - (d) get any permission needed from a landlord, freeholder or managing agent, and any planning or listed building consent.
- 6.3 We drill, fix and run cables as agreed with you. We tidy up and fill the fixing holes we make where this is reasonably possible, but we do not redecorate, re-plaster or repaint unless our quote says so.
- 6.4 If we come across something that could not reasonably be seen at the survey, such as a hidden obstruction, asbestos or unsafe wiring, we will stop, explain it and agree any extra cost with you before going ahead.
- 6.5 If you need to rearrange, please give us at least 24 hours' notice. If we cannot get access at the agreed time and you did not tell us in advance, we may charge for the wasted visit at our standard call-out rate.
- 6.6 Our engineers may refuse to start, or may stop, work if they believe it is unsafe to carry on, or if they are treated in an abusive or threatening way.

- 6.7 Everyone who works on your system for us is security screened to BS 7858 and carries a company identity card, which they will show you on request. We may use a trusted subcontractor for part of the work. We remain responsible for their work.

7. Commissioning and handover

- 7.1 When the installation is finished we test and commission the system and record the results.
- 7.2 We then show you how to use the system, give you the user instructions and a record of the system as fitted, set up your codes and apps, and ask you to sign to confirm handover.
- 7.3 Once we are registered with SSAIB, we will issue an SSAIB certificate of conformity for every system we install in a scope we are registered for, as soon as it is commissioned. The only exception is if you decide not to have work the standard requires; we will then tell you in writing that a certificate cannot be issued, and why.
- 7.4 Please tell us about any problem as soon as you notice it.

8. Monitoring and police response

- 8.1 If your system is monitored, alarm signals go to an alarm receiving centre (ARC). We use Aspire Monitoring. Monitoring is provided under a separate agreement, and the charges are shown on your quote.
- 8.2 We do not offer police response yet. Police response to an intruder alarm is only available if the system is installed and maintained under the NPCC Security Systems Policy by a company certificated by a UKAS-accredited certification body (such as SSAIB or NSI). It must also have a maintenance contract, at least two trained keyholders, confirmed alarm technology (BS 8243) and a police Unique Reference Number. If we offer police response in future, we will give you the terms for it before you order.
- 8.3 The police decide whether to respond, and they can withdraw response if a system has too many false alarms. Police and ARC response are provided by others, and we cannot guarantee them.

9. Maintenance

- 9.1 Security systems need regular maintenance to keep working properly. We offer a maintenance plan for every system we install, under our Customer terms: maintenance (F24).
- 9.2 British Standard BS 9263 sets how often intruder alarms must be maintained. Intruder alarms connected to an alarm receiving centre (ARC; notification options A to D, Grades 2 and 3) need 2 visits every 12 months (BS 9263). One of the two may be a remote preventative check where the system supports it and BS 9263 allows; the other must be on site. Grade 4 alarms need 2 site visits every 12 months. Intruder alarms with no ARC connection (audible only, or audible with app notifications; option 2E) need 1 site visit every 12 months. We recommend the twice-a-year plan for business premises and for app-notified alarms. A maintenance contract is also required for any intruder alarm with police response.

10. Our guarantee

- 10.1 We guarantee all the equipment we supply and fit, including hard drives, and our workmanship, for 12 months from handover. If any of it fails or develops a fault in that time, we will repair or replace it. We deal with our supplier ourselves, so you do not have to claim from the manufacturer.
- 10.2 Under this guarantee we provide the replacement parts and our labour to fit them, during our normal working hours (Monday to Friday, 8am to 6pm), at no charge.
- 10.3 To make a claim, call us on 0161 490 9090 or email enquiries@znss.co.uk. We may first try to fix the fault over the phone or remotely. If we visit and find no fault, or the fault is not covered, we will tell you and the visit is charged at our standard call-out rate.
- 10.4 The guarantee does not cover:
- (a) faults or damage caused by accidents, misuse or neglect;
 - (b) weather, storms, lightning, flooding or fire, or power cuts or surges;
 - (c) pests, insects, birds or other animals;
 - (d) vandalism, theft or tampering;
 - (e) building, decorating or electrical work, or changes, repairs or installation work by you or anyone other than us;
 - (f) normal wear and tear, and batteries running flat through normal use;
 - (g) equipment we did not supply;

- (h) problems with your internet connection, router, Wi-Fi, mobile signal or phone line, or with third party apps or cloud services;
 - (i) cleaning cameras or clearing cobwebs, insects or dirt;
 - (j) access equipment such as towers or platforms if equipment cannot be reached safely from a ladder.
- 10.5 Where a manufacturer's warranty lasts longer than our 12 months, we will help you claim under it. Labour after our guarantee has ended is charged at our standard rates.
- 10.6 Our guarantee is in addition to your legal rights. If you are a consumer, the Consumer Rights Act 2015 gives you rights that the work is carried out with reasonable care and skill and that goods are of satisfactory quality, fit for purpose and as described. Nothing in these terms affects those rights.

11. Cancelling the contract

- 11.1 If you are a consumer and you agreed the contract at your home or away from our premises, or online, by phone or by email, you have the legal right to cancel without giving a reason. Because the contract includes the supply of equipment, the cancellation period ends 14 days after the day the equipment comes into your physical possession (for most jobs, the day we install it). To cancel, tell us clearly by phone, email or letter before the period ends. You can use the model cancellation form at the end of these terms, but you do not have to.
- 11.2 We will not start work in the cancellation period unless you ask us to in writing (there is a box for this on the acceptance form). If you ask us to start and then cancel, you will pay a proportionate amount for the installation work done up to the time you tell us. We will collect the equipment at our cost, and we may deduct from your refund any loss in its value caused by handling beyond what was needed to check it.
- 11.3 We will refund what you have paid, less any amount due under 11.2, within 14 days of you telling us you are cancelling, using the same payment method.
- 11.4 If you cancel after the cancellation period, or you are a business customer, you can still cancel before the work is finished by telling us. You will pay for the work done and the costs we have reasonably incurred, such as equipment ordered for your job that cannot be returned and any restocking charges. We may take these from your deposit and will refund any balance. We will show you how we worked out the amount.
- 11.5 We may cancel the contract if something outside our control prevents us doing the work, or if we find it cannot be done safely or lawfully. If we do, we will refund what you have paid for work not done.

12. Looking after your system

- 12.1 After handover, please:
- (a) use the system as shown in the user instructions, keep your codes and passwords safe and change any you were given;
 - (b) check regularly that it works, for example that cameras are recording and the alarm sets and unsets properly;
 - (c) tell us as soon as you can if it develops a fault;
 - (d) keep it powered and connected to the internet or signalling path it needs, and do not move, open or alter the equipment;
 - (e) keep your keyholder details up to date with us, the ARC and, where required, your local council (see section 14);
 - (f) follow our advice on avoiding false alarms, and tell your insurer about the system if they need to know.

13. CCTV and your privacy responsibilities

- 13.1 As the owner of a CCTV system, you decide what it records and you are responsible for how it is used and for the images it records.
- 13.2 If your cameras record images outside your property boundary, such as the street, a neighbour's property or shared areas, data protection law (UK GDPR and the Data Protection Act 2018) applies to you as the controller of those images. You then need a good reason for recording, signs telling people CCTV is in use, secure storage, a set period for keeping footage, and you must respond to requests from people for copies of footage of them. Only share footage where the law allows, for example with the police.

- 13.3 Businesses and organisations using CCTV are data controllers. You may need to pay the data protection fee to the Information Commissioner's Office, and you should have a CCTV policy, signs, a retention period and controls on who can view footage. Recording sound is very intrusive and is rarely justified, so we set systems up with audio recording switched off unless you ask us in writing to turn it on.
- 13.4 We will help you position cameras and use privacy masking to reduce intrusion, but the legal responsibility for how the system is used stays with you. The Information Commissioner's Office publishes guidance for CCTV users at ico.org.uk. Public authorities must also follow the Surveillance Camera Code of Practice.
- 13.5 Keep app and recorder logins private, do not share them, and use two-step verification where the app offers it.

14. Clean Neighbourhoods and Environment Act 2005: notice for audible alarms

- 14.1 Under PD 6662 and BS EN 50131 the external sounder on your alarm must stop after no more than 15 minutes. We set it to stop after at least 90 seconds and no more than 15 minutes, and the time we set is on your handover record. Please choose keyholders who live or work nearby, hold keys and codes, and can attend promptly to silence and reset the alarm.
- 14.2 Under Part 7 of the Clean Neighbourhoods and Environment Act 2005 (England and Wales), a local authority may designate all or part of its area as an alarm notification area. If your premises are in one, you must tell the council in writing the name, address and telephone number of a nominated keyholder within 28 days of the designation or of the alarm being installed. Failing to do so is an offence and can lead to a fixed penalty.
- 14.3 An authorised officer may enter the premises, with a warrant if force is needed, to silence an alarm that has been sounding continuously for more than 20 minutes or intermittently for more than one hour and is likely to give people living or working nearby reasonable cause for annoyance, and the council can recover its costs from you.
- 14.4 Please check your council's website to see whether you are in an alarm notification area, and keep your keyholder details up to date with us, the council and, if your alarm is monitored, the alarm receiving centre.

15. Our responsibility to you

- 15.1 We will carry out the work with reasonable care and skill and to the standards set out in 2.2.
- 15.2 A security system reduces risk, but it cannot guarantee to prevent crime, to detect every event or to record every incident.
- 15.3 Our work is not insurance. Please keep your property and its contents insured.
- 15.4 Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited by law.
- 15.5 If you are a consumer, we are responsible for loss or damage you suffer that is a foreseeable result of us breaking these terms or failing to use reasonable care and skill. We are not responsible for loss or damage that is not foreseeable.
- 15.6 If you are a business customer, we are not liable for loss of profit, business, revenue or data, or for any indirect or consequential loss, and, except as set out in 15.4, our total liability under the contract is limited to the price paid for the work.
- 15.7 We are not responsible for delays or failures caused by events outside our reasonable control. If this happens we will tell you and rearrange the work as soon as we can.

16. Your information

- 16.1 We use your details to quote for and carry out the work, to invoice you, to keep proper records and to meet the requirements of the standards we work to. We keep your details securely in our customer and accounts systems and we do not sell them. We are registered with the Information Commissioner's Office (registration number ZC246750). Our privacy notice at znss.co.uk explains what we collect, why, how long we keep it and your rights. You can ask for a copy of your information, or ask us to correct or delete it, by emailing enquiries@znss.co.uk.
- 16.2 Details of your system, such as plans, codes, keyholders and settings, are confidential. We keep them securely, only screened people who need them can see them, and we keep them for as long as we need them for your guarantee, maintenance, and legal and certification purposes.

- 16.3 **Remote access and your footage.** When we install, test, maintain or repair your system, access it remotely, or help you find or export footage, we may see personal data it holds: images and video, access and event logs, and the names of users and keyholders. For that data you are the controller and we act as your processor under UK GDPR Article 28. This clause is our contract for that, and under it:
- (a) we only access your system for the installation, testing and handover, any support or remote access you have agreed, and anything else you ask us in writing, and only with your permission, which we record at handover. You can withdraw it at any time. If we think an instruction from you breaks data protection law, we will tell you;
 - (b) only engineers screened to BS 7858 who need access for the job can see your data, and they are bound by confidentiality;
 - (c) we keep it secure, with individual logins, multi-factor sign-in and encrypted connections through the manufacturer's installer service;
 - (d) we do not copy or keep footage unless you ask us to, and we delete any copies we make for you within 30 days of handing them over;
 - (e) we tell you without undue delay, and within 24 hours of finding out, about any personal data breach affecting your system or data;
 - (f) we help you, as far as we reasonably can, to answer requests from people about their data (for example a request for footage) and with your other data protection duties;
 - (g) the other companies that may handle your data for us, such as the manufacturer's remote service (for example Hikvision Hik-Partner Pro or Dahua) and our buddy maintenance firm, are listed in our privacy notice at znss.co.uk. We tell you before adding or changing one so you can object, and we hold them to the same duties;
 - (h) When the work is finished (or, if you take a maintenance plan with us, when the plan ends), or you withdraw permission, we remove our remote access and delete or return anything we hold, unless the law requires us to keep it; and
 - (i) we give you the information you reasonably need to check we are complying with this clause, and allow an audit on reasonable notice.

17. Complaints

- 17.1 If you are unhappy with anything we have done, please tell us first so we can put it right. Call 0161 490 9090, email enquiries@znss.co.uk or write to us at 44 Higher Ardwick, Manchester M12 6DA.
- 17.2 We record every complaint. We will acknowledge it within 2 working days, by phone and in writing, and tell you who is dealing with it and when you will hear back. We will give you a full written reply within 10 working days. If it takes longer, we will update you in writing at least every 10 working days.
- 17.3 If your complaint means your system is not working, we deal with it straight away as an emergency fault.
- 17.4 If you are not happy with our reply, our director, Zak Nowak, will review it again personally.
- 17.5 If you are still not satisfied, you can contact the Citizens Advice consumer service (0808 223 1133), which can refer matters to Trading Standards. If you are a consumer and we cannot settle your complaint, we will tell you in writing the name and website of an approved alternative dispute resolution (ADR) provider, and whether we agree to use it.
- 17.6 We are applying for registration with the Security Systems and Alarms Inspection Board (SSAIB). We are not registered yet and will tell you when we are. Once we are registered, if you are still not satisfied after our final reply you can also refer your complaint to SSAIB, 7 to 9 Earsdon Road, West Monkseaton, Whitley Bay, Tyne and Wear NE25 9SX, telephone 0191 296 3242, email ssaib@ssaib.co.uk, www.ssaib.org.

18. Other terms

- 18.1 If we do not enforce any of our rights straight away, we can still enforce them later.
- 18.2 If any part of these terms is found to be unenforceable, the rest of the terms still apply.
- 18.3 If you are a business customer, the quote and these terms are the whole agreement between us, and they apply instead of any terms you send us.
- 18.4 These terms are governed by the law of England and Wales. If you are a consumer living in Scotland or Northern Ireland, you can also bring proceedings in your local courts.

Acceptance form

Customer name	
Installation address	
Quote reference and date	
Price	
Deposit paid (50%)	
Phone and email	

To tick on screen, replace ☐ with ☒.

	Tick
I accept the quote above and these Customer terms: installation (F23, version 1.0).	☐
I have read section 13 (CCTV and your privacy responsibilities) and section 14 (Clean Neighbourhoods and Environment Act notice).	☐
I have been offered a maintenance plan for this system.	☐
Consumers only (optional): I ask you to start work within the cancellation period. I understand that if I cancel after you start, I will pay a proportionate amount for the installation work done up to the time I tell you.	☐

Role	Name (print)	Signature	Date
Customer			
For ZN Security Systems Ltd			

Model cancellation form

Complete and return this form only if you wish to cancel the contract within the cancellation period (14 days after the equipment comes into your possession). You do not have to use it: you can also tell us by phone or email.

To: ZN Security Systems Ltd, 44 Higher Ardwick, Manchester M12 6DA. Email: enquiries@znss.co.uk

I hereby give notice that I cancel my contract of sale of the following goods and for the supply of the following service: supply and installation of a security system.

Ordered on	
Equipment received on	
Quote reference	
Name of customer	
Address of customer	
Signature of customer (only if this form is sent on paper)	
Date	

ZN Security Systems Ltd. Registered in England and Wales, company number 17222219. Registered office: 44 Higher Ardwick, Manchester M12 6DA. Not VAT registered. Customer terms: installation (F23), version 1.0, issued 15 Oct 2026.