

Version 1.2, issued 15 Oct 2026. These are the terms of our maintenance plan. For plans taken out from 15 Oct 2026 they replace versions 1.0 and 1.1 of these terms and our maintenance plan terms v1.5, which are now superseded. Please read them before you sign up; the box below covers the main points.

In short

- One preventative service visit a year, or two a year on a twice-a-year plan, plus a written report after each visit. Your first visit is due 12 months after you join, or 6 months on a twice-a-year plan.
- Intruder alarms connected to an alarm receiving centre (ARC) need 2 visits every 12 months under British Standard BS 9263, so they must be on a twice-a-year plan. Alarms with no ARC connection (audible only, or audible with app notifications) need 1 site visit every 12 months. We recommend the twice-a-year plan for business premises and for app-notified alarms.
- Choose a 1, 3 or 5 year plan and pay for the whole plan upfront. A 3 year plan costs 5% less and a 5 year plan 10% less than paying year by year, and your price is fixed for the plan. You can pay by card when you sign up (for plans up to £200), or ask for an invoice, which is due within 7 days. No VAT is added.
- We do not offer police response yet. If we ever do, a maintenance contract for an alarm with police response can be no longer than 3 years, with no more than 1 year paid upfront.
- The plan price covers your service visits only. Repairs, faulty or damaged equipment, replacement parts, batteries, call-outs, extra visits and any other work are not included and are charged at our standard prices. We tell you the cost and ask first.
- Faults or damage caused by accidents, misuse, weather, power cuts or surges, pests, vandalism, tampering or work by anyone else are not covered by the plan.
- Report faults on 0161 490 9090 at any time, day or night. Emergencies: we call you back within 1 hour and an engineer is on site within 4 hours for an intruder alarm, or 8 hours for CCTV, access control or door entry, unless you agree a later time. Urgent faults: on site by the end of the next working day. Routine work: within 5 working days or at a time agreed with you. Call-outs are charged.
- Remote maintenance for your CCTV recorder: free on 3 and 5 year plans, or £90 a year per recorder on a 1 year plan. We are alerted to many faults and fix what we can remotely.
- Cover your CCTV and intruder alarm together and the alarm part of your plan costs £50 a year less.
- When your plan ends it carries on a year at a time, invoiced before each year, until you cancel.
- You can cancel at any time. Your plan then runs to the end of the time you have paid for. If you move or no longer need a 3 or 5 year plan, we charge the years you have had at the 1 year price and refund the rest. Consumers also have 14 days to cancel (see 8.3).
- If something isn't right, tell us first and we'll put it right. Once we are registered with SSAIB, you will also be able to take a complaint to them.

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. 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 plan. Your "system" means the CCTV, intruder and hold-up alarm, access control or door entry equipment at the address on your plan.
- 1.3 The plan is made up of these terms and your plan confirmation. We email your plan confirmation to you when you sign up. It shows your name and the address of the system, the systems covered, the number of cameras or devices, how many visits a year, the length of your plan, whether remote maintenance is included, the price, the date your plan started and when your first service is due.
- 1.4 You accept these terms when you sign up, for example by ticking to accept them and signing our online form. Please check your plan confirmation when you receive it and tell us within 14 days if anything on it is wrong.
- 1.5 These terms (Customer terms: maintenance, F24, version 1.2) apply to plans taken out from 15 Oct 2026 and replace versions 1.0 and 1.1 of these terms and our maintenance plan terms v1.5, now superseded. If your plan started on earlier terms, it stays on the terms you signed up to until it renews, or until we give you notice of the change under 12.2, and then moves to these terms.

2. Start and length of the plan

- 2.1 Your plan starts on the date you sign up and runs for the length you chose: 1, 3 or 5 years (your "plan term"). Each period of 12 months from the start date is a "plan year".

- 2.2 When your plan term ends, the plan carries on for a further plan year at a time unless it is cancelled under section 8.
- 2.3 On a once-a-year plan, your first service visit is due 12 months after your plan starts, and after that about every 12 months. On a twice-a-year plan, your first service visit is due 6 months after your plan starts, and after that about every 6 months. We will contact you about a month before each visit is due to agree a date.
- 2.4 The plan covers the number of cameras or devices shown on your plan confirmation. If more are added to your system, we will give you a price to add them to your plan. Until you agree to it, the extra equipment is not covered and any work on it is chargeable.
- 2.5 The plan covers the system at the address on your plan confirmation. It cannot be moved to another address or passed to another person unless we agree in writing.
- 2.6 Alarms with police response: we do not offer police response (a police Unique Reference Number, or URN) yet. If we ever do, a maintenance contract for an alarm with police response must not run for more than 3 years, and no more than 1 year may be paid in advance (SSAIB criteria SS2001 4.3.1 and the NPCC Security Systems Policy). The 3 and 5 year upfront plans in these terms are not available for such an alarm, and we will give you separate terms for it before you sign up.

3. What the plan includes

- 3.1 One preventative maintenance visit in each plan year, or two visits in each plan year (about every 6 months) on a twice-a-year plan, carried out on site by our engineers during our normal working hours (Monday to Friday, 8am to 6pm).
- 3.2 For CCTV, each visit includes: cleaning camera lenses and housings; checking picture quality by day and at night; checking that each camera is recording and that footage is kept for the time recorded at installation; checking hard drive health; updating recorder and camera firmware and security updates where needed; checking the date and time; checking that camera views are clear and still cover what they were set up to cover; checking cables, connectors, brackets, seals and power supplies; checking remote viewing on your phone; and testing playback and saving footage.
- 3.3 For intruder and hold-up alarms, each visit includes: walk testing each detector; testing door and window contacts, hold-up devices, tamper switches and sirens; load testing the panel backup battery and checking the power supply; checking setting, unsetting and the entry and exit times; testing signalling to the alarm receiving centre where the alarm is monitored (we put it on test with the centre first); checking the app and notifications; reviewing user codes; checking the event log and any false alarms since the last visit; and checking for changes at the property that affect the alarm.
- 3.4 For access control and door entry (if your plan covers it), each visit includes: testing each reader, keypad, exit button, lock, door closer and door entry handset or monitor; checking power supplies and standby batteries; checking any link to the fire alarm releases the doors; updating firmware where needed; and checking flexible cables and connections.
- 3.5 Small adjustments that our engineer can make during a service visit, such as re-aiming a camera, refocusing it or tightening a connection, are included.
- 3.6 A written service report after each visit, including anything we recommend. We ask you or your representative to sign it, and we email you a copy.
- 3.7 Reminders before each service visit and before your plan term ends.
- 3.8 How often visits are needed:
 - (a) CCTV, access control and door entry need at least one preventative maintenance visit every 12 months (SSAIB codes of practice SS2003 and SS2002).
 - (b) Intruder alarms connected to an alarm receiving centre (ARC; notification options A to D, Grades 2 and 3), including any with police response, need 2 visits every 12 months under British Standard BS 9263, so they must be on a twice-a-year plan. 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. Our twice-a-year plan includes 2 site visits. Grade 4 alarms need 2 site visits every 12 months.
 - (c) 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, and insurers often ask for it. Please check what your insurer requires; it is your responsibility to choose the plan that meets it.
- 3.9 Remote maintenance (if your plan includes it): we connect your CCTV recorder to our remote maintenance service. It checks your system automatically and alerts us if a camera goes offline, a hard drive reports a fault or recording stops. When we get an alert we will look into it and, where we can, put

it right remotely at no extra cost, for example by restarting a camera or the recorder, updating firmware or correcting settings. If the fault needs a visit, new parts or a replacement, that work is chargeable under section 5. Remote maintenance only works while your recorder is powered on and connected to the internet, and we cannot guarantee to spot every fault. It is not a CCTV monitoring service: we do not watch your cameras or respond to events.

- 3.10 Remote maintenance is included free for the plan term on a 3 or 5 year plan that covers CCTV. On a 1 year plan you can add it for £90 a year. These prices cover one recorder, and each extra recorder is £90 a year. After your plan term, remote maintenance carries on as part of each further plan year at our price at the time (currently £90 a year per recorder) unless you tell us you do not want it.
- 3.11 Taking over a system installed by someone else: before your plan starts we inspect the system and give you an "as fitted" record of what it is and the condition it is in. The record lists any work needed to bring it up to the standards and any faults you decide not to have put right, and it is the basis of your plan. We will tell you before you join whether there is a charge for the inspection. We do not take over alarms with police response until we are certificated, and then only once any faults against the standards have been put right.

4. Faults, call-outs and response times

- 4.1 You can report a fault at any time, 24 hours a day, every day of the year, on 0161 490 9090 (in and out of hours). If we miss your call, please leave a message. Email (enquiries@znss.co.uk) is fine for faults that are not urgent. If your alarm is monitored, the alarm receiving centre may also tell us about a fault, such as a signalling failure.
- 4.2 We log each call with the time it was received and how urgent it is. Our response targets run from that time.
- 4.3 Our response targets for plan customers are:
 - (a) Emergency, for example: the alarm will not set or unset, is sounding and cannot be silenced, keeps giving false alarms, has a hold-up fault or has lost signalling to the alarm receiving centre; the CCTV recorder is down or most cameras are lost; a door will not lock or will not release, or a fire release fault. We call you back within 1 hour, at any time of day or night. An engineer will be on site within 4 hours for intruder and hold-up alarms, and within 8 hours for CCTV, access control and door entry, unless you agree a later time.
 - (b) Urgent, for example a single faulty detector, camera or reader while the system still protects your property: an engineer on site by the end of the next working day.
 - (c) Routine, for example adjustments, moves, additions and other work that is not urgent: within 5 working days, or at a time agreed with you.
- 4.4 Where it is safe to do so, we will try to help over the phone or, with your permission, remotely first.
- 4.5 We record the time of your call, the time our engineer arrives and the time the fault is cleared on the job sheet. If we are going to miss a target, we will tell you.
- 4.6 If a fault cannot be fixed on the first visit, we make the system as safe as we can, agree any temporary measures and the next visit with you, and only leave any part of the system disconnected with your signed agreement. If your alarm is monitored we tell the alarm receiving centre.
- 4.7 If our own engineers are not available, for example out of hours or during holidays or sickness, another security company certificated by SSAIB or NSI attends on our behalf under a reciprocal maintenance agreement. Their engineers are security screened, carry identity cards and follow our procedures, and we remain responsible for their work.
- 4.8 Priority booking: as a plan customer you are booked in ahead of customers who are not on a plan, and the targets in 4.3 apply to you. Customers without a plan are helped as soon as we reasonably can, at our call-out rates.
- 4.9 Fault visits are chargeable at the rates in 5.2, during or outside our normal working hours, unless the fault is covered by your installation guarantee.

5. What the plan does not include

- 5.1 The plan price covers only the service visits and the other items listed in sections 3 and 4. Anything else is chargeable at our standard prices at the time, including:
 - (a) repairs, and finding and fixing faults, including faults we find during a service visit;

- (b) replacing faulty, damaged, worn out or obsolete equipment and parts, including cameras, recorders, hard drives, power supplies, cables, detectors, contacts, keypads, sirens and control panels;
 - (c) batteries of any kind, including batteries for wireless detectors, door contacts, keypads, keyfobs and sirens, and panel backup batteries;
 - (d) call-outs, out-of-hours call-outs and any visit that is not a scheduled service visit, including visits between service visits to clean cameras or clear cobwebs, insects or dirt;
 - (e) moving, adding, removing or reprogramming equipment (apart from the small adjustments in 3.5), upgrades and any installation work;
 - (f) phone or remote help other than help with a fault or the remote maintenance in 3.9, such as setting up phones or apps, adding users, changing settings or resetting passwords or codes, and finding, reviewing, copying or exporting footage for you, including for the police or your insurer;
 - (g) putting right problems caused by your internet connection, router, Wi-Fi, network or power supply, or by changes made by you or by anyone other than us;
 - (h) access equipment, such as towers, scaffolding or powered access platforms, if equipment cannot be reached safely from a ladder, and any parking, toll or congestion charges if free parking is not available at the property.
- 5.2 At the date of these terms our call-out rates are: call-out, including the first hour, £80, and each extra hour £50; out-of-hours call-out, including the first hour, £120, and each extra hour out of hours £70. Parts, equipment and batteries are charged at our prices at the time.
- 5.3 We will tell you the cost and get your agreement before we carry out any chargeable work. Chargeable work is invoiced when it is done, and payment is due within 7 days of the invoice date.
- 5.4 The plan does not cover faults or damage caused by: accidents; misuse or neglect; weather, storms, lightning, flooding or fire; power cuts or surges; pests, insects, birds or other animals; vandalism, theft or tampering; building, decorating or electrical work; or changes, repairs or installation work by you or anyone other than us. Putting right faults or damage caused by any of these is chargeable.
- 5.5 Equipment wears out. Cameras, hard drives, batteries and other parts have a limited working life, and replacing them when they fail or wear out is chargeable. A hard drive can fail without warning between visits, and footage on a failed drive usually cannot be recovered.
- 5.6 The plan is a maintenance and fault response service: we answer fault calls and attend to the targets in section 4, and repairs, parts and call-outs are charged at our standard rates (section 5). It is not insurance or an extended warranty. Any guarantee on equipment we installed is set out in your installation paperwork, and the plan does not extend it.
- 5.7 Faults that existed before your plan started are not covered. If your system was not installed by us and we find equipment that is faulty, unsafe or not working properly, we will tell you in writing and give you a price to put it right. If you choose not to go ahead, we may leave that equipment out of the service, or end the plan under 8.5.
- 5.8 If we recommend repairs, replacements or upgrades and you choose not to go ahead, we are not responsible for any problem that this causes later.
- 5.9 The plan does not include remote monitoring, keyholding, police response, alarm receiving centre fees, SIM cards, cloud storage, software licences or app subscriptions.

6. Price and payment

- 6.1 The price of your plan, including any remote maintenance, is shown on your plan confirmation. We are not VAT registered, so no VAT is added.
- 6.2 If your plan covers both CCTV and an intruder alarm, we take £50 a year off the alarm part of the price.
- 6.3 You pay for your whole plan term upfront, except as set out in 2.6 for alarms with police response. For a 3 year plan we take 5%, and for a 5 year plan 10%, off the total you would pay for the same years at the 1 year price. Your price is fixed for your plan term.
- 6.4 When you sign up you can pay by card straight away if the amount due is £200 or less, or ask us to invoice you. If you pay by card, the payment is taken when you sign up and we will send you a receipt. If we invoice you, payment is due within 7 days of the invoice date, by bank transfer or another method shown on the invoice. Service visits are only booked once the plan has been paid for.
- 6.5 After your plan term, each further plan year is invoiced shortly before it starts, at our 1 year price at that time. If that price is higher than you paid before, we will tell you at least 30 days before the new plan year starts, and you can cancel before then at no cost.

- 6.6 If an invoice is not paid on time, we may pause the plan, including service visits and priority booking, until it is paid. If we ever maintain an alarm with police response for you, we will tell you in writing before we pause anything, because the police require a maintenance contract to be in place.
- 6.7 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.
- 6.8 Our standard prices and call-out rates may change. We will tell you the current price before we carry out any chargeable work.
- 6.9 If a card payment is reversed or charged back, the amount is treated as unpaid and 6.6 and 6.7 apply until it is paid, unless the payment was reversed because of something we got wrong.

7. What we ask of you

- 7.1 Give us safe and reasonable access to the property and the equipment at the agreed time, and tell us about any hazards.
- 7.2 Make sure the equipment can be reached safely on the day, for example by moving vehicles, stock or furniture out of the way and keeping pets and other animals away from the work area.
- 7.3 Tell us as soon as you can if your system develops a fault.
- 7.4 Keep your system powered on and connected, including the internet connection or signalling path it needs for remote viewing, app alerts and the alarm receiving centre, and do not move, open or alter the equipment yourself.
- 7.5 Keep your passwords and codes safe, and tell us if anyone else has changed or added to the system. If your plan includes remote maintenance, do not change your recorder's passwords or network settings, or your internet router, without telling us, as this can stop remote maintenance working.
- 7.6 If you need to rearrange a visit, 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.
- 7.7 If we offer you at least two dates for a service visit and you do not reply or give us access during that plan year, that visit is lost. It is not carried over to a later plan year and is not refunded. If your alarm is monitored or has police response, we will remind you in writing that missed visits mean it is no longer maintained to the standard.
- 7.8 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. If this happens, we may charge for the visit at our standard call-out rate.
- 7.9 Monitored alarms and police response: keep at least two keyholders, who are trained to use the alarm, can be reached by phone, and can get to the property within 20 minutes. Keep their details up to date with us and the alarm receiving centre.
- 7.10 Avoid false alarms: follow the user instructions, tell us and the alarm receiving centre before any work or event at the property that could set the alarm off, and tell us about changes such as building work, new rooms, moved furniture, new pets or a change in how the property is used. The police can withdraw response from an alarm that has too many false alarms.
- 7.11 Audible alarms: if your premises are in an alarm notification area under the Clean Neighbourhoods and Environment Act 2005, you must give the council the name, address and telephone number of a nominated keyholder in writing within 28 days. Your installation paperwork explains this.

8. Cancelling the plan

- 8.1 You can cancel your plan at any time by phone (0161 490 9090) or email (enquiries@znss.co.uk). Your plan will then end at the end of the time you have paid for (your plan term, or the current plan year once your plan term has ended) and will not carry on. You keep the visits and support for that time. If you only want to stop remote maintenance, tell us and it will stop at the end of the time you have paid for. Apart from the rights in 8.2 to 8.5, we do not refund part of a plan.
- 8.2 If you have a 3 or 5 year plan and you move, sell the property or no longer need the plan, you can end it early by telling us. We will work out what you would have paid for each plan year you have started at our 1 year price for your plan when you signed up, and refund the difference between that and what you paid. If there is no difference, no refund is due.

- 8.3 If you are a consumer and you signed up online, by phone or away from our premises, you also have the legal right to cancel within 14 days of the day you signed up, without giving a reason. We will refund what you have paid within 14 days of you telling us, to the card or account you paid from. If you asked us to carry out a service visit within those 14 days, we will deduct the cost of that visit. To cancel, tell us clearly by phone or email. You can use the model cancellation form at the end of these terms, but you do not have to.
- 8.4 We will remind you before your plan term ends and before each later plan year. If a later plan year starts and you change your mind, tell us within 14 days of the invoice for it and we will cancel that year and refund anything you have paid for it, as long as no service visit in that year has taken place.
- 8.5 We may cancel the plan by giving you at least 30 days' notice in writing, so you have time to make other arrangements for your security. If we do, we will refund what you paid for any plan years that have not started, and for the current plan year if no service visit in it has taken place. We may also cancel straight away if an invoice is still unpaid 30 days after its due date, or if you seriously or repeatedly break these terms.
- 8.6 If your plan ends and you move to another maintenance company, we will not hold back any information needed for a smooth handover. For security we do not pass on our engineer code, but 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.
- 8.7 If we ever maintain an alarm with police response for you, a maintenance contract must stay in place. If your plan with us ends and you have not moved to another certificated company, we will tell you in writing that police response may be withdrawn, and we will tell the alarm receiving centre and the police where the NPCC Security Systems Policy requires it.

9. Our responsibilities

- 9.1 We will carry out our work with reasonable care and skill, in line with the manufacturer's guidance for your equipment and the standards that apply to your system: BS 9263, PD 6662, BS EN 50131 and the NPCC Security Systems Policy for intruder and hold-up alarms; BS EN 62676 or SSAIB code of practice SS2003 for CCTV; BS EN 60839-11 or SSAIB code of practice SS2002 for access control.
- 9.2 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.
- 9.3 We keep a record of each service visit and fault call for your system, including the time of the call, the time we arrived and what we did.
- 9.4 Regular maintenance reduces the chance of faults, but it cannot guarantee that the system will never fail, that it will record every event, or that it will prevent crime.
- 9.5 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. If you are a consumer, nothing in these terms affects your legal rights, including under the Consumer Rights Act 2015.
- 9.6 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.
- 9.7 The plan is not insurance. We are not responsible for loss, theft or damage at your property, for crime that your system did not prevent or record, or for footage that was lost, overwritten or not recorded, unless it was caused by us breaking these terms or failing to use reasonable care and skill.
- 9.8 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 9.5, our total liability in any plan year is limited to the price paid for that plan year (for a 3 or 5 year plan, the total price divided by the number of years).
- 9.9 We are not responsible for delays or failures caused by events outside our reasonable control. If this happens we will tell you and rebook the visit as soon as we can.

10. Your information

- 10.1 We use your details to provide the plan: to book visits and send reminders, reports and invoices, and to keep proper records. We keep your details securely in our customer and accounts systems and we do not sell them. Card payments are handled by our payment provider, Stripe. We never see or keep your full card details. 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.

- 10.2 Details of your system, such as plans, codes, keyholders and settings, are confidential. We keep them securely and only screened people who need them can see them.
- 10.3 **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 your service visits, fault calls, the remote maintenance in 3.9 if your plan includes it, 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 your plan includes remote maintenance, that ends it). 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 your 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.
- 10.4 If your cameras record areas outside your property boundary, data protection law may apply to you as the owner of the system. The Information Commissioner's Office (ico.org.uk) publishes guidance for CCTV users.

11. Complaints

- 11.1 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.
- 11.2 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.
- 11.3 If your complaint means your system is not working, we deal with it straight away as an emergency fault.
- 11.4 If you are not happy with our reply, our director, Zak Nowak, will review it again personally.
- 11.5 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.
- 11.6 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.

12. Other terms

- 12.1 We may use a trusted subcontractor to carry out work under the plan. They are security screened and carry identity cards, and for alarms with police response they are certificated by SSAIB or NSI. We remain responsible for their work.

- 12.2 We may update these terms. Changes apply from the start of a later plan year after your plan term has ended, and we will tell you at least 30 days before they apply. If you do not agree to them, you can cancel before then at no cost.
- 12.3 If you are a business customer, these terms and your plan confirmation are the whole agreement between us, and they apply instead of any terms you send us.
- 12.4 If we do not enforce any of our rights straight away, we can still enforce them later.
- 12.5 If any part of these terms is found to be unenforceable, the rest of the terms still apply.
- 12.6 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.

Model cancellation form

Complete and return this form only if you wish to cancel the plan within the 14-day cancellation period. 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 for the supply of the following service: maintenance plan.

Signed up on	
Plan reference	
Name of customer	
Address of customer	
Signature of customer (only if this form is sent on paper)	
Date	

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