



Customer Information: What you need to know about our products & services

Intruder Alarms

Wired and Wireless Intruder Alarms have become extremely reliable over the past 20 years.

Intruder alarms consist of electronic components produced on mass in a factory and on occasions faults can occur within these components causing false alarms. At Westgate Security & Electrical we have used our over 17 years' experience to select products we trust and have installed for many years to provide the most reliable system we can.

Wireless intruder alarms have batteries within the devices to power the detection units these will need replacing after 2-3 years following installation.

Intruder alarm mobile apps have a yearly subscription charge of £12.00+vat.

CCTV

Technology within the CCTV industry has made huge advances in the last couple of years, this has opened up the industry to the masses providing high definition images with smart detection features.

CCTV systems once installed should be inspected on a regular basis with external cameras kept clean and clear of spider webs etc.

Spiders are attracted to the infra reds of a CCTV camera and will make a web over the camera lens it is therefore crucial that these are kept clear to maintain the best image possible. It is your responsibility to maintain regular cleaning of the cameras and lens. We recommend that you add it to your monthly cleaning routine so that they are not missed.

Smart detection of movement built into modern cameras are a very good feature but are not 100% guaranteed and you will expect a number of false detection alerts, the detection is created by the change in the pixels sent from the camera to the recording device, these pixels can be affected by a number of natural occurrence including a change in the lighting, reflections in windows or trees blowing in the wind. Settings will be adjusted to reduce the false detections to a minimum, but it cannot be stopped completely.





Smart Intercoms

Video intercoms with smart phone connections rely on a connection to the internet to communicate with your mobile device if the unit loses this connection or your mobile device does not have internet available a call will not be received. As you will understand this is out of our control and we recommend that you contact your internet service provider if you are having issues with your internet connection.

The outdoor call station and indoor screen will maintain connection with each other allowing for local answering in almost all occasions, the only time this may be lost is if your router is changed then the units will need to be reprogrammed to work with the new router.

Any changes made to the router that cause a system to disconnect from each other and require reprogramming will be subject to a labour charge even within the 1st years installation warranty.

Automatic Gates

At Westgate Security & Electrical we aim to provide a safe, reliable gate system suitable to the environment the gates are situated, Once you bring all the components of an automatic gate system together you are creating a machine consisting of multiple items. On occasions these individual items may fail or produce faults within the gate system.

During the 1st year of a new automatic gate system we fully expect minor issues to occur as the gates settle into the routine of running.

Regular maintenance is essential for continued reliable functionality and is dependent on the use of the gates, if a gate is only used a few times a day then the wear and tear will be less than a gate used 40-50 times.

Automatic gate systems can be affected by extremes in weather, closed boarded gates can be especially effected by high winds during operation, We would advise that during these times you make an assessment of the situation and protect the gates in a way that suits your installation. Our general advice would be to secure the gates in either the closed position or open position with additional means that do not rely solely on the electronic motors or locking devices.





Mobile device apps

In the modern age most equipment we install now comes with the option of a smart phone application. The apps that come with the equipment are provided by the manufacturer of the equipment and Westgate Security & Electrical have no control over these apps.

Smart phone apps generally work 99% of the time but can and will have moments when they fail or are unable to be used, a number of factors are involved in the operation of the app and if any one of these goes down or is changed then it will affect the use of the app.

Items that may affect smart device apps

- The router connection at the property
- Router Wi-Fi Password or settings
- Router setting changes
- Mobile app program changes made by the manufacturer
- Internet connection on mobile device
- Mobile device setting i.e. power saving mode, notification settings, capacity on your mobile device
- Mobile device updates

Mobile apps are no substitute and should not be relied on for essential notifications or monitoring of a system. If monitoring for a police or guaranteed notification of an event is required, then a monitoring service should be used.

Warranties

Westgate Security & Electrical provide a 1 year installation warranty that will cover almost any faults that may occur to your system within that 1st year however we do not cover faults or damage caused by an event deemed as an act of god, vandalism, user error or tampering with the products.

After the first year installation warranty all our product manufacturers provide a further 1 or 2 year manufacturer warranty, the manufacturers will not provide warranty repairs if the faults or damage is caused by an event deemed as an act of god, vandalism, lack of maintenance, user error or tampering.

If a product goes faulty during this period, we are able to send the product back to the product manufacturer for repair or replacement. If you require us to remove and replace the product the time for this is chargeable to you at our current rate. If there are shipping costs in sending the product to the manufacturer then these will also be charged to you.





The list of our current product range extended product warranty is below

Came BPT

- Goods will be free from material defects for 3 years from installation with proof of purchase
- Installations must be serviced at regular intervals according to usage, a correctly completed maintenance record should be provided in order to qualify for the warranty.
- A minimum maintenance scheme could be considered as the following for residential applications;
 - Systems used up to 20 uses per day should be serviced once every 12 months.
 - Systems used 20 to 50 times per day should be serviced twice per year.
 - Systems used over 50 times per day should be serviced quarterly.
- No unauthorised additions and adjustments should be made to the system by a 3rd party.

Hikvision intercom and access control products

- Hikvision Intercom and access control system hold a 2 year warranty from installation

Hikvision CCTV products

- All products excluding monitors- 3 year warranty from installation
- Monitors- 1 years warranty from installation
- All products purchased from September 2016 onwards are provided with a 3-year advance replacement warranty – Monitors are covered under a 1 year advance replacement policy and PTZ units a 3 month policy but are still covered for repair under 3 years warranty. All warranties start from installation.

ACT Keypads

- ACT keypads hold a 5 year warranty from installation

Videx Intercom system

- Videx Intercom Systems hold a 3 year warrant from installation

Pyronix Intruder Alarms wired and wireless

- Pyronix all items including wireless device batteries 2 years from product installation

Scantronic Intruder Alarms

- Scantronic all items 2 years from product installation





We hope that this provides you with a useful overview of our products and services and to ensure you get the best from your products.

If you have any questions, please contact us on: 01843 833186 or info@westgatesecurity.co.uk



Access Control
 Systems



CCTV
 Systems



Intruder Alarm
 Systems



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