Transparency Document

Intruder Alarms Over the past 20 years, both Wired and Wireless Intruder Alarms have significantly improved in reliability. However, occasional faults can occur within the electronic components of these alarms, which may lead to false alarms. At Westgate Security & Electrical, we have carefully selected products based on our 17 years of experience, ensuring that we provide the most reliable systems possible. We have installed and trusted these products for many years.
For Wireless intruder alarms, please note that the batteries within the devices powering the detection units will need to be replaced approximately every 2-3 years after installation. Additionally, there is a yearly subscription charge for the intruder alarm mobile apps.

CCTV The CCTV industry has made significant technological advancements in recent years, making high-definition images with smart detection features accessible to a wider audience.
Once installed, CCTV systems should be regularly inspected, and it is important to keep the external cameras clean and free from spider webs or other debris. Spiders are attracted to the infrared lights of CCTV cameras and may create webs over the camera lens. To ensure the best image quality, it is your responsibility to regularly clean the cameras and lenses. We recommend including it in your monthly cleaning routine to avoid overlooking this task.
While modern cameras offer smart motion detection, it is important to note that false detection alerts can still occur. Changes in lighting, reflections in windows, or even trees swaying in the wind can affect the pixels sent from the camera to the recording device, triggering false alerts. Although settings will be adjusted to minimise false detections, it is impossible to eliminate them entirely.

Smart Intercoms Video intercoms with smartphone connections rely on an internet connection to communicate with your mobile device. If the unit loses this connection or if your mobile device doesn't have internet access, you will not receive a call. Please note that internet connectivity issues are beyond our control, and we recommend contacting your internet service provider if you experience problems.
The outdoor call station and indoor screen of the smart intercom will maintain a connection with each other in almost all situations. The only instance where connection may be lost is if you change your router, in which case the units will need to be reprogrammed to work with the new router. Please be aware that any changes to the router that result in a system disconnect and require reprogramming will incur a labor charge, even within the first year of installation warranty.

Automatic Gates At Westgate Security & Electrical, we strive to provide safe and reliable gate systems that suit their respective environments. Automatic gate systems consist of multiple components that, on rare occasions, may encounter failures or faults.
During the first year of a new automatic gate system, minor issues may arise as the gates settle into their routine operation. Regular maintenance is crucial for maintaining reliable functionality, and the extent of maintenance required depends on the frequency of gate usage. Gates used only a few times a day will experience less wear and tear compared to those used 40-50 times daily.
Extreme weather conditions can also affect automatic gate systems. Closed boarded gates may be susceptible to high winds during operation. We recommend assessing the situation during such times and taking appropriate measures to protect the gates, such as securing them in either the closed or open position using additional means that don't solely rely on the electronic motors or locking devices.

Mobile device apps We want to be transparent with you about the fact that the app is developed and maintained by a third-party company and is therefore out of our control.
While we do our best to ensure that the app integrates smoothly with our product/service, we cannot guarantee that it will always work as expected or that we can provide support for issues related to the app. Any updates or changes to the app will also be handled by the third-party company, not by us.
We understand that this may be frustrating, but we want to make sure that you have all the information you need about the limitations of our involvement with the app.

Factors that can impact smart device apps include:

• The status of the router connection at the property. • The Wi-Fi password or settings of the router. • Changes made to the router settings. • Modifications in the mobile app program by the manufacturer. • The stability and quality of the internet connection on the mobile device. • Settings on the mobile device, such as power-saving mode, notification settings, and available capacity. • Updates for the mobile device's operating system.
It is important to note that mobile apps should not be solely relied upon for crucial notifications or system monitoring. If you require monitoring for important events or guaranteed notifications, it is advisable to use a dedicated monitoring service.

Warranties

At Westgate Security & Electrical, we offer a comprehensive warranty package to ensure your satisfaction with our products and services. Our warranty coverage consists of two main components: the installation warranty and the manufacturer warranty.
Installation Warranty: We provide a 1-year installation warranty that covers any faults that may occur with your system within the first year. During this period, we will take care of repairing any issues that arise, except for faults or damage caused by acts of God, vandalism, user error, or tampering with the products.
Manufacturer Warranty: Beyond the initial 1-year installation warranty, our product manufacturers offer an additional 1- or 2-year warranty. However, please note that the manufacturer warranty does not cover faults or damage caused by acts of God, vandalism, lack of maintenance, user error, or tampering.
If a product becomes faulty during the manufacturer warranty period, we can facilitate the repair or replacement process by sending the product back to the manufacturer. In such cases, please be aware that any charges associated with removing and replacing the product will be the responsibility of the customer, based on our current rate. Additionally, any shipping costs incurred in sending the product to the manufacturer will also be charged to you.

Below, you will find an updated list of our current product range, along with the extended warranty options available for each product:

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 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 year's 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.