

# Service charges SC/ED/0118

## MAINTENANCE CONTRACT CLIENTS

### FREE OF CHARGE OR REDUCED CHARGE AS PER CONTRACT TYPE.

Charges will apply for emergency call-outs (please contact us) and call-outs due to damage by vandalism, flood, fire, lightning, non-NACD system related cause and user abuse, for example, damaged door or breakglass activation.

## NON-CONTRACT CLIENTS

### Call-out charges, weekdays 08:30–17:30 hrs (excluding bank holidays).

Area band A = £169.50 + VAT includes 1st hour on site.\*

Area band B = £375 + VAT includes 1st hour on site.\*

Area band C = POA.\*

Thereafter £46 + VAT for each half hour (or part half hour).\*

For other areas, please contact us for prices.

\* Add 75% for a two person engineer team.

### Equipment, materials

Parts or materials required charged at the current published trade prices.

### IPGUARD® or TVTEL® remote programming changes

£24 + VAT per individual change.

Programming changes refer to changes or additions of or to:

1. Resident telephone numbers.
2. Addition/deletion of proximity keys, radio transmitters and/or keypad codes.
3. Trades time profiles.

**All service call-outs and programming requests must be confirmed in writing by completing and emailing back this form to [maintenance@nacd.co.uk](mailto:maintenance@nacd.co.uk)**

## DECLARATION

I accept the charges as detailed above on document SC/ED/0118.

### Services required

### Site address

<b>Site contact</b> <input type="text"/>	<b>Tel/Mob</b> <input type="text"/>
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### Ordered by

### Order No.

### Company name

### Date

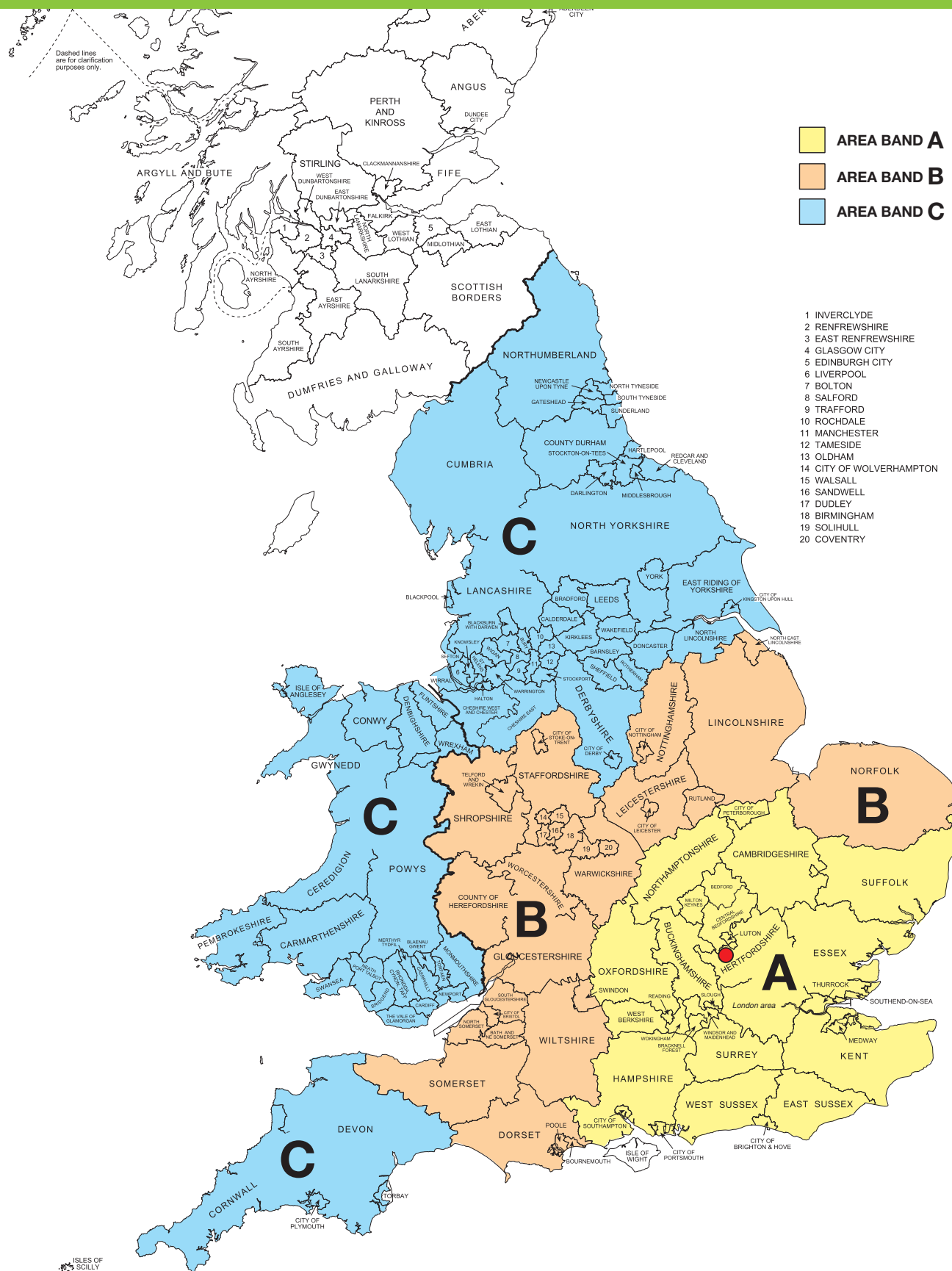
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### Signature

### Invoice address, tel, fax

**PLEASE EMAIL BACK COMPLETED FORM TO  
[maintenance@nacd.co.uk](mailto:maintenance@nacd.co.uk)**

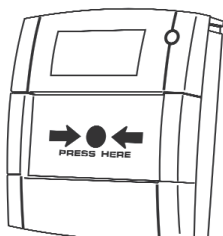
# Regional service charges



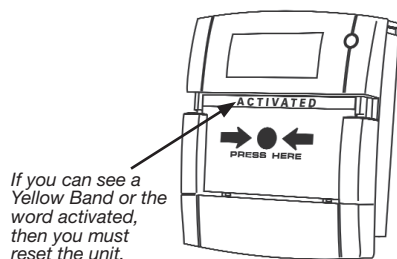
# Reset instructions for emergency breakglass unit ref. EMEX-FL

**HEALTH & SAFETY! THIS IS NOT A SYSTEM FAULT AND IS ALWAYS A CHARGEABLE CALL-OUT**

- 1** This is how the green breakglass should look.



- 2** This is what it looks like if it has been activated.



If you can see a Yellow Band or the word activated, then you must reset the unit.

*"The door is not locking, it stays open!"*

This is probably because the green emergency breakglass unit has been activated.

This is a device installed for your safety.

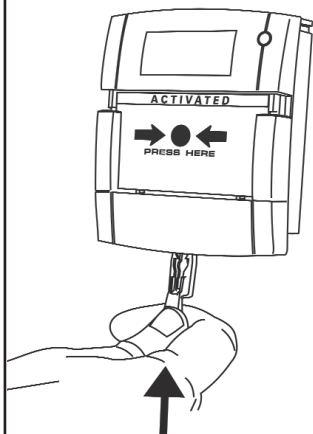
When it is activated it always breaks the power to the electric locking so that the 12VDC **fail safe** locking **FAILS** and you can get out of the building safely.

If you can see a **thin yellow band** at the top of the white resettable plate in the middle of the breakglass unit — then you know somebody has activated the unit.

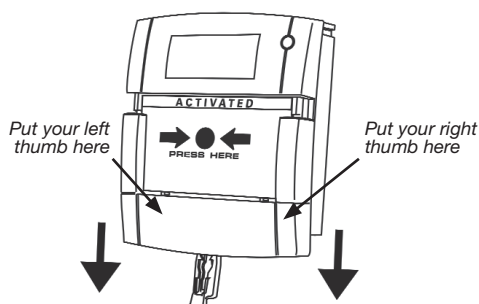
Now you know that the door is **NOT LOCKING** because the emergency exit safety device has been activated !

You need to reset the green breakglass using the special black plastic key — as shown in the pictures.

- 3** To reset, insert the black plastic reset key.



- 4** Leaving the black plastic reset key inserted, use your thumbs to pull down gently about 10mm.



I confirm that I accept full call-out charges (even for door entry and access control systems under maintenance contract cover) if the reason that the door is not locking is related, in any way whatsoever, to the green breakglass unit.

For example, the green breakglass unit has been activated and not reset properly or, has been damaged in any way or, cannot be reset because the black plastic reset key has been lost.

Print Name

Position

Site name

Site postcode

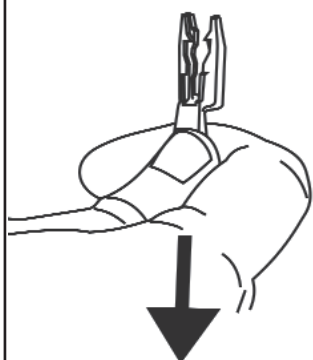
Signature

Date

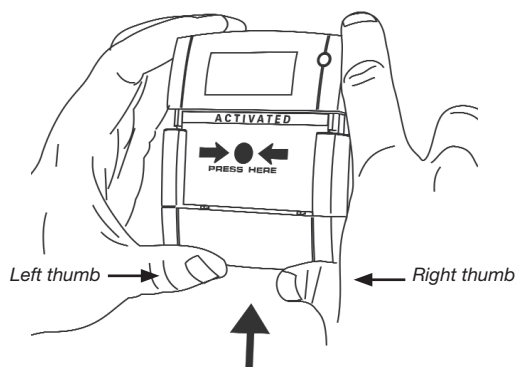
If you would like to purchase a black plastic reset key, please send your order through to: [sales@nacd.co.uk](mailto:sales@nacd.co.uk)

Cost £20.00 + VAT = £24.00  
Includes postage & packaging

- 5** Now gently remove the black plastic reset key.



- 6** Hold the breakglass as shown and, using medium force, push up with both thumbs simultaneously. You will see the yellow activated band disappear and will hear a click. If the unit now looks like picture no 1, you have correctly reset the breakglass unit. Now check that the door has relocked.



Example shown is the KAC Green Breakglass.