



# COMPREHENSIVE AMC

## ADDRESS

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## COMPREHENSIVE CCTV AMC – TERMS AND CONDITIONS

### 1. SCOPE OF SERVICES

This Annual Maintenance Contract (AMC) covers preventive and corrective maintenance for the CCTV system installed at the client's premises, including:

- Digital/Network Video Recorders (DVR/NVR)
- CCTV Cameras (Dome, Bullet, PTZ, etc.)
- Display Units (Monitors, Screens)
- Power Supply Units (SMPS, Adapters)
- Cabling and Connectors (limited support)
- Associated Software and Configuration

### 2. SERVICE TYPE

- **Preventive Maintenance:** Quarterly visits to inspect, test, clean, and verify operational status of all components.
- **Corrective Maintenance:** Support for faults or system malfunctions reported by the client during the AMC period.

### 3. SERVICE RESPONSE TIME

- **Remote Support:** Within 4 business hours of logging the issue.
- **Onsite Support:** Within 24 to 48 business hours depending on severity and location.

### 4. SERVICE HOURS

- Standard service hours are: **Monday to Saturday, 10:00 AM to 6:00 PM**
- Emergency support outside these hours may be provided at extra cost.

### 5. PARTS AND REPLACEMENTS

- The AMC includes service and labor charges.
- **Spare parts, accessories, or major components** is covered will not be charged extra. Only original or certified compatible parts will be used for replacements.



## 6. EXCLUSIONS

This AMC does **not cover** the following:

- Malfunctions due to power surges, electrical short-circuits, fire, flooding, vandalism, rodents, or natural disasters.
- Damages caused by unauthorized alterations or repairs.
- Physical relocation or reinstallation of equipment.

## 7. CLIENT RESPONSIBILITIES

- Provide access to the premises for service personnel.
- Ensure a stable power supply and protective power backup for equipment.
- Avoid unauthorized tampering with the CCTV system.

## 8. SERVICE RECORDS

A service log/report will be maintained and signed by the client for each visit or support provided.

## 9. LIABILITY

The service provider is not liable for any loss of data, footage, or indirect losses incurred due to CCTV malfunction or downtime. Backup and data archival remain the responsibility of the client.

## 10. CONTRACT TERM AND TERMINATION

- This AMS is valid for **one (1) year** from the date of commencement.
- No refunds will be issued for early termination unless otherwise agreed upon.

## 11. PAYMENT TERMS

- Full payment is due within **7 days of contract acceptance** unless specified otherwise.
- Delayed payments beyond 15 days may lead to suspension of services.

## 12. RENEWAL

- The contract may be renewed annually upon mutual agreement.
- Renewal terms, scope, and pricing may be revised based on system condition and support history.