

CCTV

IFS offers AMC services with the following options:

1. Quarterly Maintenance (Four) visits
2. Breakdown Service Call(Unlimited) visits.

Scope of work

- Break down calls attended as & when reported by the customer.
- Any new scope other than contract will be charged extra upon mutual agreement.
- All electrician, supervisors and labour will be Deployed by IFS as required to maintain the system.
- In case of any replacement of the spares, it will be replaced with same make /model. Or with equivalent and compatible.

Maintenance Procedure:

- Make sure that the volume control is set to minimum position before power is switched on.
- Check if all the camera views are displayed on the monitor.
- Check the body temperature of DVR/NVR.
- Systematic inspection of all the power supply/POE switch, network switch and connected accessories.
- Restore systems to full functionality and check the general condition of the CCTV and related equipment.
- If applicable, verify that all cameras and remote servers are received by Central Monitoring Station.
- Check entries, log book and ensure that necessary actions are taken.
- Test PTZ functionalities of all the PTZ cameras.
- Check all power sources and outlets used in the system
- Check motion detection functions of the cameras configured for motion detection.
- Visually inspect all the cameras and DVR/NVR dust/ moisture ingress or other deterioration.
- Visually inspect whether structural or occupancy changes have affected the view angle of cameras/mounts.
- Check each camera lens and clean dust or moisture.

- Visually check all cable fittings and equipment are secure, undamaged and adequately protected.
- Inspect hard disks for recording/rewriting functionality.
- Check back-up of individual cameras
- Paint all poles, clamps camera mount during PM
- Install and re-commission defective devices and accessories upon replacement/repair.
- After completion of PM/rectification, certificate of testing to be issued to the client.

Comprehensive AMC will cover the equipment costs as per the BOQ listed in the agreement. Response time for any call under AMC shall be from min 4 Hrs to Max 24 Hrs.