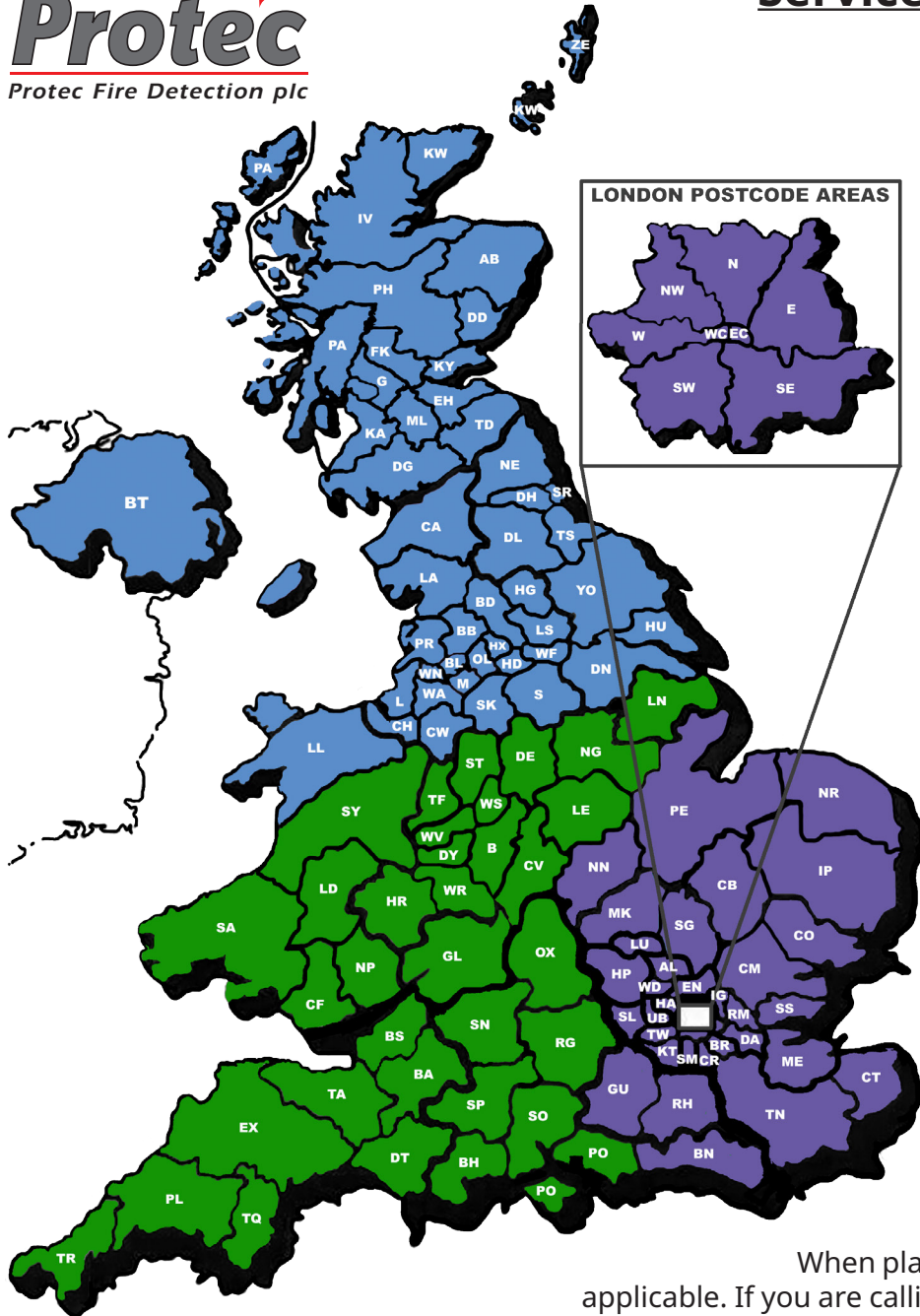


## Service Callout Procedure



CONTACT NUMBERS			
24 HOUR HELP LINE	0870 907 1710		
CUSTODIAN MONITORING	0844 879 1706		
MAIN SWITCHBOARD NORMAL HOURS	01282 717171		
NORMAL HOURS Monday to Friday 09:00-17:00	<b>NORTH</b>	<b>MIDLANDS &amp; SOUTH WEST</b>	<b>LONDON &amp; SOUTH EAST</b>
FIRE ALARMS PUBLIC ADDRESS/VOICE ALARM SYSTEMS REFUGE ALARMS CUSTODIAL SYSTEMS EMERGENCY LIGHTING GAS SUPPRESSION	DIRECT HUNT GROUP <b>01282 717270</b>	DIRECT HUNT GROUP <b>01282 717260</b>	DIRECT HUNT GROUPS <b>01282 717445</b>
SECURITY ALARMS CCTV ACCESS CONTROL	DIRECT NUMBER <b>01282 717464</b>	DIRECT NUMBER <b>01543 468646</b>	
EXTINGUISHERS KITCHEN SUPPRESSION SYSTEMS	DIRECT NUMBER <b>01282 717280</b>		
SPRINKLERS	DIRECT NUMBER <b>01282-717474</b>		

The above list is to help direct you to the most suitable department to deal with your service call, when placing a service call please ensure that you have the post code of your site to hand and wherever possible your site reference number which will be a six digit number. If you don't have your site reference number to hand don't worry your post code should be good enough.

When calling please ensure that you tell the operator which type of system you are calling about, that way we can direct you to the correct department.

When placing a service call you will be asked for an order number to cover any charges that may be applicable. If you are calling during the system warranty period and the fault proves to be with the equipment you will not be charged. If you are calling out of hours and don't have access to official order numbers we will ask for a contact name, telephone number and if possible e-mail address so we can obtain a number the next working day.