

Surveillance system maintenance options

Plans & Pricing



Compare from three different service plans for your surveillance systems.

₹1920 per camera per year

billed annually or ₹176/- per camera billed monthly taxes extra.

Cautious Plan

Best for organizations that need periodic maintenance and do not have critical surveillance requirements.

Plan Features

- Applicable for cameras less than 16 at a location.
- Analogue and IP cameras.
- 4 Preventive visits in a year.
- 4 Free Service visits.
- Spares billed on actuals.
- Additional Service visits chargeable on actuals.
- Average TAT - 48 Hours*.
- Billed and paid in advance, taxes extra.

₹4050 per camera per year

billed annually or ₹375/- per camera billed monthly taxes extra.

Professional Plan

For organizations that need to keep their surveillance systems audit ready

Plan Features

- Everything in the Cautious Plan +
- Unlimited Service visits
- 10% discount on spares and other services.
- 10% discount on VAS.
- Average TAT - 12 Hours*.
- Billed and paid in advance, taxes extra.

₹6050 per camera per year

billed annually or ₹560/- per camera billed monthly taxes extra.

Elite Plan

For organizations that have critical surveillance & minimum downtime abidance.

Plan Features

- Everything in the Professional Plan +
- Standby hardware till the original hardware is down for repair or maintenance.
- Analogue cameras not supported in this plan.
- Average TAT - 4 Hours*.
- Billed and paid in advance, taxes extra.

* hours considered in the TAT (Turn Around Time) are working hours, Sundays, public holidays and evenings after 18:00 not included in the TAT.

Important Terms and conditions of this service

- 1. Applicable Law**
- 2. Billing and Payment**
- 3. Cancellation and Refunds**
- 4. Customer Intent and Fair Usage**
- 5. Cost of Spares and Components**
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 - **8.1 Initial Training and Setup Assistance**
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 - **9.1 Unused Portion Refund**
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- 10. Force Majeure**
- 11. Freight Charges**
- 12. Hardware Repair and Replacement**
- 13. Indemnity**
- 14. Plan Duration**
- 15. Plan Modifications**
- 16. Relocation and New Installations**
- 17. Turn Around Time (TAT)**
- 18. Work On-Site and Liability**

Important Terms and conditions of this service

1. Applicable Law:

- The terms and conditions of all maintenance plans are subject to the laws of the relevant jurisdiction.

2. Billing and Payment:

- All maintenance plans are billed and paid in advance. Customers are required to make the payment before the plan's effective start date. All payments quoted in this document are exclusive of any taxes, and all applicable taxes shall be charged extra.

3. Cancellation and Refunds:

- After the activation of a maintenance plan and the provision of services, no refunds will be issued for the remaining period of the plan. Customers have the option to cancel the plan prior to its activation and receive a refund in accordance with the cancellation policy.

4. Customer Intent and Fair Usage:

- Customers choose our services to ensure the functional reliability of their cameras and to leverage our technical expertise. The maintenance plans are designed to provide value and reliability, rather than exploiting the number of free service visits. Customers are encouraged to use the services responsibly and efficiently, respecting the associated guidelines, limitations, and costs. Egis Engineering, the service provider, reserves the right to define what requests come under fair usage, to reject requests, or to charge accordingly based on their discretion.

5. Cost of Spares and Components:

- For any required replacement spares and components, the cost will be billed based on actuals. Prior to performing any replacements, the customer will be informed about the associated charges.

6. Disputes Resolution:

- Any disputes or concerns regarding the maintenance plans' services or terms should be directed to the designated customer support channels.

7. Eligibility of Covered Cameras:

- All maintenance plans cover only fully functioning cameras. Before the plan's activation, any cameras not operational must be repaired to a functional state at the customer's expense. The coverage under the chosen plan will commence only after all cameras are confirmed to be in working condition.

8. Event Footage Download:

- Customers should be aware that the process of downloading event footage from the surveillance system can be time-consuming, potentially taking several hours. To ensure efficient usage of our services and resources, the following comprehensive guidelines apply:
- **8.1 Initial Training and Setup Assistance:** Should a customer wish to download event footage, our expert team will provide assistance both on-site or remotely as applicable. This includes comprehensive training on how to effectively search for and export specific footage from the system. Our team can assist via phone, video call, and remote desktop sessions as well. Additionally, we will aid in deploying a USB port-based storage device, such as a portable hard disk or pendrive, to facilitate the secure storage of the exported footage.
- **8.2 Included in Free Visits or Chargeable:** The initial on-site or remote assistance for training, setup, and deployment of the storage device will be either included in the free visits allocated within the selected maintenance plan or will be chargeable if the free visit count has been exhausted.
- **8.3 Continuous On-Site Support:** Should a customer require continuous on-site support for the entirety of the event footage download process, this service will be subject to a charge as per our provided rate list. The rate list outlining the associated charges will be provided to the customer upon signing the contract. In no case will complete footage download requiring greater than 30 minutes of engineer/technician time be considered for a free visit under any plan.
- **8.4 Optimizing Use of Resources:** Customers are encouraged to follow these guidelines to optimize the use of our resources and minimize costs. We seek to provide both effective service and value to our customers in their event footage management needs.
- **8.5 Efficient Use of Free Visits:** To ensure fair usage, the initial on-site or remote training and setup assistance for event footage download will ideally be scheduled within the free visit allocations provided by the chosen maintenance plan. If not, the customer will be informed of the associated charges before scheduling the visit.

9. Exit Clause:

- Either party may terminate the maintenance plan with a 30-day written notice. In the event of termination, the following provisions shall apply:
- **9.1 Unused Portion Refund:** If the customer terminates the maintenance plan, any unused portion of the plan's fee shall not be refunded.
- **9.2 Service Completion:** The service provider will complete all scheduled service visits that were prepaid prior to the termination date. Any service visits that are part of the plan but not yet scheduled will not be reimbursed.
- **9.3 Outstanding Charges:** Any outstanding charges, such as spares, components, or additional services utilized beyond the scope of the maintenance plan, shall be settled prior to the termination.
- **9.4 Fair Exit:** The service provider will ensure a fair and professional exit, providing any necessary assistance to the customer during the transition.

10. Force Majeure:

- Neither party shall be liable for any failure or delay in performing their obligations due to circumstances beyond their reasonable control, including but not limited to acts of nature, war, terrorism, government actions, pandemics, or any unforeseen force majeure events.

11. Freight Charges:

- All applicable freight charges, if any, related to the maintenance services shall be borne by the customer.

12. Hardware Repair and Replacement:

- The service provider offers maintenance services only and does not bear the cost of repair or replacement of hardware. The expenses for hardware repair or replacement will be borne by the customer.

13. Indemnity:

- The customer agrees to indemnify and hold harmless Egis Engineering and its employees from any claims, liabilities, costs, or expenses arising from the customer's use of the maintenance services, including any violation of these terms and conditions.

14. Plan Duration:

- The duration of each maintenance plan is valid for the specified time period, which is determined at the time of subscription.

15. Plan Modifications:

- The service provider reserves the right to modify the terms and conditions of the maintenance plans, including their pricing and services. Such modifications will be communicated to customers with prior notice.

16. Relocation and New Installations:

- Relocation and new installations of surveillance systems are not covered under the maintenance plans. Any such services will be billed separately as per a quote or schedule rates, which will be provided as required.

17. Turn Around Time (TAT):

- The hours considered in the Turn Around Time (TAT) are working hours. Sundays, public holidays, and evenings after 18:00 are not included in the TAT calculation.

18. Work On-Site and Liability:

- The service provider utilizes trained and professional technicians and engineers to ensure excellent customer service while working on-site with extreme caution and respect for customer property and code of conduct. Egis Engineering and its employees shall not be liable for any damage, loss, or other issues caused during work on-site. Furthermore, if any engineer, technician, or representative of Egis Engineering is found to be willfully causing damage to customer property or other issues, only they themselves will be liable for action under applicable laws, and Egis Engineering will bear no liability.