



## ADT's Warrant of Fitness

Keep your business secure

Just like you would service a car regularly to ensure that it works optimally, the ADT Warrant of Fitness\* is designed to increase the longevity of your ADT monitored security alarm equipment and help you keep your business assets secure.

The ADT Warrant of Fitness provides an annual technician's visit to complete a security alarm system health check and replace the back-up battery. The WOF covers a site visit by an ADT approved technician during which:

- > the working operation of the ADT monitored security alarm system will be confirmed
- > a replacement security alarm control panel back up battery will be fitted
- > a certificate detailing all the checks completed will be provided at the end of each visit.

This excludes any parts or labour required to repair any defects found that are outside their installation warranty.



# frequently asked questions

> ***Why have a scheduled Warrant Of Fitness (WOF) check?***

A regular scheduled WOF visit is designed to provide you with the confidence and peace of mind that you have taken steps to secure your business.

Just like you would service a car regularly to ensure that it works optimally, the ADT Warrant of Fitness is designed to increase the longevity of your security alarm system and help you keep your business assets secure. As well, your insurance company may be pleased to know you are taking proactive steps to protect your premises.

> ***How can we be sure that an ADT Security technician will visit?***

ADT has automated the logging of technical service visits into their computer system. So in twelve months time, when your business security alarm system is due for its WOF check, the service team will phone you to organise a convenient time for the service.

> ***What happens if the ADT Security technician finds additional work to be done like replacing old smoke detectors?***

If it is convenient for you, and the technician has a replacement product with them, they can complete the work at that visit. If they go over one hour, this time will be charged out at the standard service rate. Any replacement parts other than the back-up battery will be charged for.

> ***What happens if I move premises during the year – can I carry over the payments to the new site?***

Yes\* – WOF payments are assigned to the Customer, not the site where the alarm is.

NB the new premises must have an ADT monitored security alarm and be located within the geographically qualifying areas.

> ***What happens if I want to cancel the WOF?***

Simply notify ADT as soon as you make this decision. Your monthly payments will be amended. You will not receive a refund or credit for any part payment. You will not receive a WOF technician's visit.

> ***Can I request additional work to be carried out before scheduling the annual WOF visit?***

Any additional requirements can be booked in to coincide with the technician's visit. Either advise us when we contact you to arrange the visit, or anytime before your scheduled visit. All parts and labour required for the additional work will be charged separately and do not form part of the WOF.

**\* Conditions apply:**

The Warrant of Fitness Plan is only available to ADT Security customers who:

- a) have an ADT monitored security alarm
- b) live in the following areas: Hamilton, Wellington, Christchurch and Auckland, subject to postcode.

**Contact Us**

New Zealand Phone 0800 111 ADT or visit [www.adtsecurity.co.nz](http://www.adtsecurity.co.nz)

