



Security.Improved

## **Terms and Conditions for Systems Silver Security Certificates of Compliance**

1. The certificate of compliance is issued subject to the Regulations and other Rules of the SYSTEMS SILVER Approval Scheme of the National Security Inspectorate. 'We', 'our' and 'us' means National Security Inspectorate (NSI). 'You' means the Customer identified in Part Two of the certificate. 'Issuing Company' means the NSI Approved Company installing your security system.
2. We reserve a right to inspect the subject installation and this certificate is conditional on you allowing our auditor access to inspect the installation and allowing the Issuing Company to undertake such works as in our opinion may be necessary to ensure that the installation complies with the Standards, Specifications and/or Codes of Practice we have accepted and with all our other requirements.
3. We require every Issuing Company, approved as an installer of security systems, to issue a Certificate for each security system installation of a type for which the company holds NSI approval. The certificate should be issued at the time of commissioning of the installation. In the case of an intruder alarm installation, the certificate should be issued at the time of commissioning, irrespective of whether or not the remote signaling/notification connection has been made. Failure to issue a certificate as required by NSI Regulations may result in the company's NSI approval being cancelled.
4. Should you be dissatisfied with the installation, you should at first contact the Issuing Company at its local office, as appropriate. If satisfaction is not obtained at this level, you should send a written complaint to the customer relations executive of the Issuing Company, at the company's head office. If you remain dissatisfied, you may send a written complaint, outlining the nature of your dissatisfaction and the circumstances of the Issuing Company's response, to our offices. We will not normally consider complaints unless the Issuing Company has been given the opportunity to resolve the dispute as set out above.

We will not involve ourselves in any discussions or negotiations with you with regard to loss claims or potential loss claims, outstanding payments or interpretation of Issuing Company's terms and conditions of contract. Consequently we do not accept liability. We will not normally attend at an installation within 28 days after any burglary or attempted burglary has taken place.

5. This Certificate confirms compliance with the Standards, Specification and/or Codes of Practice stated on the certificate as applicable at the date of issue of the Certificate. We cannot undertake to investigate any query or complaint in relation to the installation if future changes to Standards, Codes of Practice, policies or other regulations render the installation in need of updating or other modification. In that event, a company holding NSI approval should carry out the appropriate update or modification and issue a new certificate.
6. We cannot undertake to investigate any query or complaint arising in relation to the installation unless it is and remains covered by a maintenance agreement between you and a company holding NSI approval.
7. We do not accept any responsibility or liability for any defect there may be now or hereafter in the installation or for its failure to work at any time and no warranty or condition expressed or implied and whether statutory or otherwise is given by us in regards to the above installation either to the Approved Company or to you and whether or not any such defect or failure should be apparent or occur after any inspection by our representative has been carried out on the installation or any part thereof.
8. Unless the Issuing Company's obligations to us in respect of the installation are undertaken by another Approved Company, we will not be able to enforce our Rules and Standards on the Approved Company or on its successor in business in respect of any installation if the issuing company ceases to hold NSI approval.
9. This Certificate is issued subject to the terms and conditions of the Issuing Company for the supply and maintenance of the said installation to you which should be deemed to be incorporated herein and shall not be deemed to be varied or superseded by any of the provisions hereof.
10. This Certificate shall at all times remain our property and we may withdraw it at any time after the Issuing Company has ceased to hold NSI approval or at any time after we are of the opinion that the Issuing Company has not complied with its obligations under the rules of NSI.
11. On this Certificate and in these terms and conditions, where the context permits, the reference to the Issuing Company shall include any NSI Approved Company which shall undertake the Issuing Company's obligations to us in respect of the subject installation.
12. NSI retains a full record of each eDirect Certificate of Compliance issued, including name and address details of the end user. This allows a revised or copy certificate to be issued on the request of the Issuing Company. The names of domestic end users are deleted from the certificate record after 7 years for data protection purposes.