



COMPLETE CARE FIRE ALARM



- ✓ Required Inspections
- ✓ System Monitoring
- ✓ Unlimited Support
- ✓ Unlimited Training



**PROVIDING FIRE ALARM SERVICE
FOR OVER 65 YEARS**

- COMPETENT & LICENSED TECHNICIANS <<
- GUARANTEED ON-SITE RESPONSE TIME <<
- ACCESS TO ADVANCED TECHNOLOGIES <<
- COMPETITIVE PRICING SOLUTIONS <<





COMPLETE CARE FIRE ALARM

HOW IT WORKS

TIERED APPROACH TO SUPPORT



Customer
Support



Remote Technical
Support



Onsite
Support



Onsite Support
Plus Manufacturer

WHAT'S INCLUDED

	STANDARD WARRANTY	COMPLETE CARE	COMPLETE CARE +
ECC's One-Year Workmanship	✓	✓	
Manufacturer Warranty	✓	✓	
Central Station Monitoring		✓	
Semi-Annual Inspection		✓	
Unlimited On-Site Support (During ECC Business Hours)		✓	
Unlimited Remote Support (During ECC Business Hours)		✓	
Four Annual System Trainings & Reorientations		✓	
Guaranteed Call and Onsite After Hours Response Times		✓	
Software and Firmware Upgrades (As Required)		✓	
Priority in Support Request Queue		✓	
Shipping (Ground, Warranty Repairs)		✓	
Quarterly Inspections			✓+
24/7 Support			✓+
Event Support			✓+
Subcontractor Agreement			✓+



ECC – EMPOWERING THROUGH TECHNOLOGY

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