

Residential Service Assurance Plan



With the TELSCO Service Assurance Plan, you can avoid unexpected repair costs and ensure your security system remains in peak operating condition.

Your Service Plan Includes:

- Onsite technical support and troubleshooting for service issues
- Complete cost of parts & labour for all qualified service issues for the lifetime of the system*
- Repair or Replacement of any defective system components installed or certified by Telsco including:
Control Equipment: Control Panel, Expander Modules, Wireless Receivers, Keypads, Keyfobs
Detection Equipment: Door Contacts, Window Contacts, Motion Sensors, Glass break Sensors, Flood Sensors, Low Temperature Sensors, Smoke Detectors, Carbon Monoxide Detectors, Rate of Rise Detectors
Wiring: Wiring will be replaced or wired device will be replaced with wireless equivalent.
Auxiliary components: Sirens, Strobe Lights, Z-Wave Devices, TELSCO Connect IP Cameras
- No charge for on-call service to address critical system issues**.
- Replacement of components due to Regular Wear and Tear
- Replacement of the Panel Back Up Battery as required
- Exclusive Pricing when system reaches end of life* and must be Upgraded
- 50% off Cellular Communicator Upgrades made necessary by infrastructure changes to cellular network
- 50% off Replacement Smoke and CO Detectors that require replacement upon expiry***.
- Reimbursement of insurance deductible up to \$500.00 where an intrusion occurs while the system is armed
- No Trip Fee for service in Telsco's Regular Service Area. (50 km radius from Edmonton City Centre + Calgary)
- Discounted Travel rates for service in Telsco's Extended Service Area. (51-100 km radius from Edmonton City Centre)

Limitations of Plan:

- Upgrade of existing system
- Service required due to expansion or alteration of premise
- Damage caused to the system by accident, fire, flood, an act of God, lightning strike, intrusion, misuse, abuse, attempted unauthorized repair or alteration, telephone line trouble, an interruption in power or any other cause beyond Telsco's control
- Devices added to the system by a party other than Telsco after installation or certification by Telsco
- Wireless Device Batteries****
- Window Screens
- Travel costs for out of town service (101 kms or more from Edmonton City Centre)
- Labour rates for service requested to be completed outside of regular service hours for non-critical system issues

*System is considered to be end of life when replacement parts can no longer be ordered from the manufacturer.

**Critical system issues include cellular communication failure with no secondary path and siren alarming with no ability to silence. Please note on call service is for regular service area.

***Expiry dates are based on manufacturers recommendations and are printed on devices.

****Wireless Device Batteries (excluding Z-Wave Locks) can be added to plan for \$.50 per device