NOORTEK

NOORTEK LIMITED, company no. 13691721
Registered office: 20 Ayres Drive, Peterborough, PE2 8JR
07474 912212 · info@noortek.co.uk

Annual CCTV Service Contract

Between Noortek Limited ("Noortek", "we") and the customer named below ("you"). Terms version 1, November 2026.

1. Your details

Full name	Company (if any)
Installation address	Postcode
Phone	Email

2. Your plan

Each plan includes the recorder. Please tick one.

System size	Price a year
☐ Up to 4 cameras	£400
☐ Up to 8 cameras	£600
☐ Up to 16 cameras	£850
☐ Up to 32 cameras	£1,250

3. What is included

- Unlimited free call-outs.
- Password changes.
- Unlimited technical support.
- Remote health checks.
- One full on-site service a year: cleaning all cameras and lenses with suitable camera cleaning products, checking cables and connectors, and fixing issues.
- Cover for your cameras, recorder and hard drive. We repair first. If an item can't be repaired, we replace it like for like free of charge.

Data recovery is not guaranteed. Recordings may be lost when a recorder or hard drive fails.

4. Who this contract is for

This contract covers systems installed by Noortek. We can accept other systems after a paid inspection confirms they are working.

5. Term and payment

The contract runs for 12 months from the start date below. It renews only if you agree. The yearly price is paid in advance, and your cover starts once we have your signed contract and your payment.

6. Service area and hours

We cover the towns listed on noortek.co.uk. Call-outs outside them are quoted first. Call-outs take place Monday to Saturday, 7am to 5pm. We aim to attend as soon as we reasonably can, but we don't promise a set response time.

7. What is not covered

- Accidental damage, vandalism, theft, fire, flood and power surges.
- Misuse, or work carried out by anyone other than Noortek.
- Your internet connection, network equipment and mains electrics.
- Working at height beyond normal ladder access, which we quote first.

8. Replacements

A like-for-like replacement is the same model or the nearest equivalent available. Normal wear of a hard drive is covered, but the recordings on it are not.

9. Fair use and access

You agree to give us safe access. We may charge for, or decline, repeated call-outs caused by your network, your power supply or changes you have made. We will tell you first.

10. Adding cameras

If you add cameras so that your system goes above your plan, you move to the next plan at renewal, or sooner if we agree it with you.

11. Cancelling

You can cancel within 14 days of signing, without giving a reason, for a full refund. If we have carried out work in those 14 days at your request, we may deduct a fair amount for it. After 14 days, the yearly price isn't refundable unless we have failed to provide the service.

To cancel, email info@noortek.co.uk or call 07474 912212.

12. Your rights and your data

This contract is in addition to your legal rights, including under the Consumer Rights Act 2015, and does not limit them. Your two-year equipment warranty still applies. We use your details only to provide this service, as set out in our privacy notice at noortek.co.uk/privacy. You remain responsible for how your CCTV is used, including any data protection duties. This contract is governed by the law of England and Wales.

13. Signatures

Sign and date below, then upload your signed copy at noortek.co.uk/maintenance-contract. Your cover hasn't started until we confirm it.

Customer

Signature

Name

Date

For Noortek Limited

Signature

Name

Start date