

Device Battery Policy

The manufacturer of your system recommends that your device batteries are routinely replaced every 2 years (or sooner if the system indicates a low battery). A device battery is a battery that powers a detector, door contact, remote fob, keypad or external alarm sounder (Risco wireless sounders only).

The manufacturer recommends that the batteries in any safety devices (such as smoke detectors) are routinely changed each year. The manufacturer also recommends that the batteries in any camera detectors are routinely changed each year.

We charge £5+vat per battery but this charge covers the following;

- Engineers time to replace the battery
- Use of ladders or step ladders to access the device (if required)
- Our risk if we damage the device when changing the battery (we will replace any parts we damage that can't be fixed)
- Our risk if we have to return to replace a battery that has failed within 3 months of us fitting the original*, or to the end of your current maintenance agreement*
*cover for the replacement battery and the engineer visit
- Recycling of your old lithium battery

We can't install batteries that have not been supplied by ourselves.

You can replace your own batteries, but this will be at your risk meaning that if there are any issues with the equipment as a result of this action we will need to charge for any technical support or for an engineer visit to correct these issues.

If we recommend that your device batteries are to be replaced and you decline this recommendation, there will be a charge for any engineer visits related to batteries from that point forward.