Remote Service & Maintenance

Knowing that your security system is fully functional, operational and performing to the best of its ability is a crucial part of any professional security system installation. Lifeline offer as standard remote service, maintenance and support agreements all designed to guarantee system up-time, to meet European and British Standard, Insurance and Police requirements.

Using our Secure Cloud based technology with industry leading partners Texecom, our dedicated servicing suites regularly check on the performance of your security system.

Save Time, Improve Performance, Reduce Call Outs

Our 'Remote Health Check Service' regularly checks the performance of your security system(s) to ensure correct operation.

Automated checks include, setting & un-setting history, firmware, faults, masking, mains and stand by voltage, power consumption, outstanding faults and advanced warnings.

We provide this service to our entire Lifeline family of alarm system (where fitted) customers, providing you with the peace of mind that your system is operational, and identifying any issues that may otherwise go undetected.

This saves you **time**, improves the system **performance**, limits call out **costs** and identifies potential issues before they arise.

Remote Service & Maintenance comes as standard with all new compatible installations.

- Restricted and secure cloud server access
- Secure communications
- Full audit trail
- BS9263 :2016 Compliant
- Remote Diagnostics
- Police & Insurance Approved
- Quarterly Inspections
- Firmware upgrade
- Email reporting

Requires Premier Elite firmware V4.01 and above (for SmartCom connectivity) or V2.11 and above (for ComIP connectivity).