

intamac
home
manager

*The award winning
monitoring and messaging
service for your home*

User Guide



www.intamac.com

intamac
*security just got **smarter!***

Welcome to the Intamac Home Manager



Congratulations! Your home is now being monitored by the Intamac Home Manager.

Home Manager is an award winning alarm monitoring service that protects your home and family, keeps you informed, and puts you in control.

Please read the rest of this guide carefully, as it contains important information on the use of the Intamac Home Manager, and how to get the best out of the service.

NB: The information in this User Guide is correct at the time of going to press. As a result of ongoing service improvement procedures, information and website images used within this guide are likely to change from time to time. You are advised to always check the Intamac website (www.intamac.com) for the latest service information, or contact Intamac directly with any enquiries on 0845 601 4809.

What you should do now

Familiarise yourself with your service by reading the following section 'How Home Manager raises the alarm'. Then follow the 6 simple steps starting on page 3 to complete the set-up of your Home Manager account. If you need any help at anytime, simply press the 'i' icon in the top right hand corner of any website page for more information.



'i' icon

NB: If you do not have Internet access, don't worry. You can administer your account fully by telephoning the Intamac Member Services Team during working hours (Mon-Thurs 9am-5pm, Fri 9am-4pm) on **0845 601 4809**.

How Home Manager raises the alarm

Intruder protection: In the event of a burglar alarm, Home Manager will call your home phone number to check for false alarms. If it is not a false alarm, Home Manager will immediately notify you by text message, voice message and email. If you don't respond within 2 minutes, your first Contact will be notified by text message, voice message and email. If they don't respond within a further 2 minutes, Home Manager will continue messaging in the same way to the rest of your nominated Contacts, in priority order.

Life saving: In the event of an alarm caused by fire, panic attack or other life threatening incident, Home Manager will instantly 'splash message' all your contacts, so they can respond as quickly as possible.

'Alert Messages': Text, telephone and email Alert Messages all contain the same information delivered in a different format. SMS text alerts use codes to help you identify the nature of an alert. The most common alert codes you may receive are as follows:

<i>Code used in text message</i>	<i>Long description</i>
BA	Burglary Alarm
FA	Fire Alarm
EA	Emergency Alarm

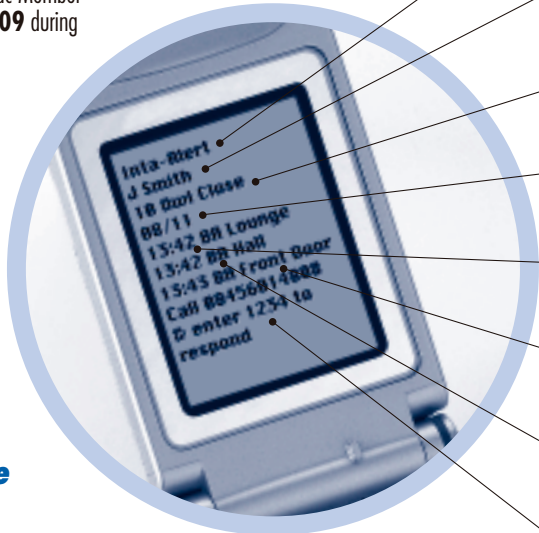
An example text Alert Message is shown on Page 3. Full details of all Alert Messages and codes are available on the Intamac website at www.intamac.com

'Response Received' messages: Every alert message Home Manager sends out contains details of how a Contact can respond. If one of your Contacts responds to an Alert Message, Home Manager knows that someone is dealing with the emergency. It sends a follow-up **Response Received** message to all of your Contacts who received the original Alert Message.

Response Received messages are particularly useful if one of your Contacts has their mobile phone switched off. When they switch their phone back on (maybe some hours later), they will find not only the original alert message but also a Response Received message. They know instantly that someone has already responded to the emergency.

Future developments

At the time of going to print, Intamac are planning to launch an affordable domestic camera system for use in the average home. This will allow you to view what is happening if an incident occurs. If you would like details of this system when it is available, please contact the Intamac Member Services Team on **0845 601 4809** during working hours.



you know the message has come from Intamac

name of homeowner

first line of homeowner's address

date of incident

time of incident

location of sensor triggered

code (see table left) for incident

contact number and unique 4-digit code to input to respond

Example Alert Message

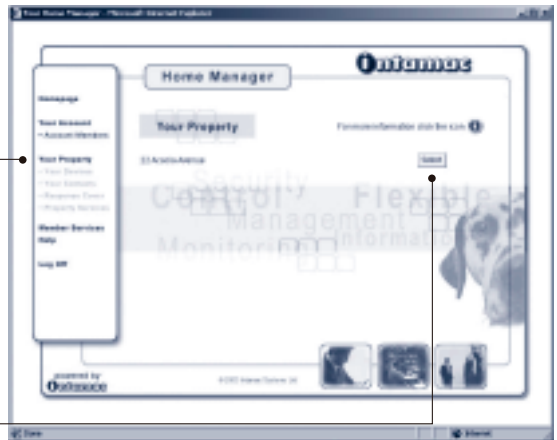
Step 1 Change your temporary website login details

Visit the Intamac website at **www.intamac.com**, and login to your secure account, using the Customer Login option. When you use your temporary login details for the first time, the website will prompt you to choose something more memorable.

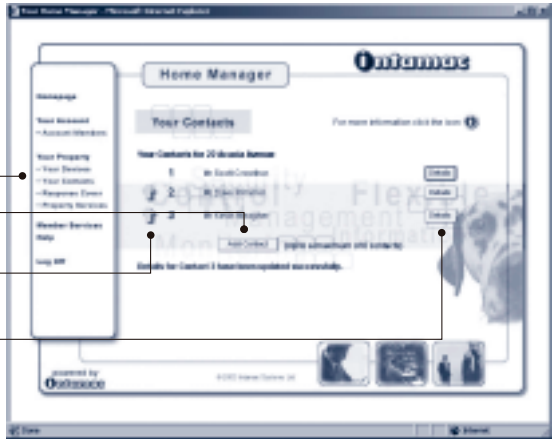
Step 2 Add Contacts to your messaging service

Your Home Manager account has been pre-populated with the account holder set as 'Contact 1'. Follow these instructions to add new Contacts and their mobile, landline telephone and email details:

- log in at **www.intamac.com**
- click **'Your Property'** in the left hand navigation bar
- click the **'Select'** button to the right of your property's address



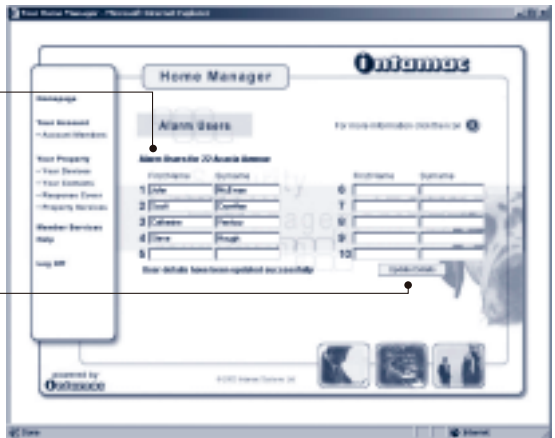
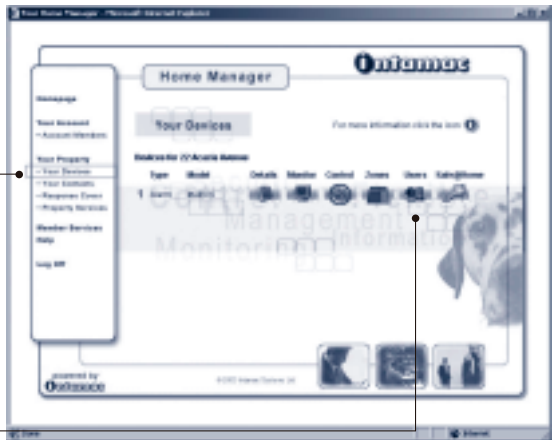
- d. click **'Your Contacts'** in the left hand navigation bar
- e. to add new contacts click **'Add Contacts'**
- f. click the arrows next to a name to change the order in which Your Contacts are messaged
- g. to edit existing contacts click **'Details'** next to the contact concerned



Step 3 Check that the 'Users' in your online account match those in your security system's control panel

Home Manager uses the names of your Alarm Users in the messages you receive. Ensuring they are correctly identified allows Home Manager to send you messages that you can easily understand.

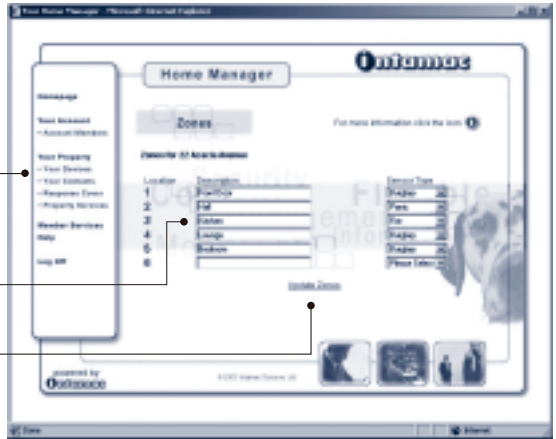
- a. click **'Your Devices'** in the left hand navigation
- b. click the **'Users'** icon listed next to your alarm panel
- c. edit the names shown, ensuring they match the order of the Users listed on your copy of the Intamac Security Survey Form, provided by your alarm installer
- d. click **'Update Details'** to save any changes



Step 4 Check that the 'Zones' in your online account match those in your security system's control panel

Home Manager uses the descriptions of your Zones in the messages you receive.

- click **Your Devices** in the left hand navigation
- Click the **Zones** icon listed next to your alarm panel
- edit the descriptions shown, ensuring they match the order of the Zones information listed on your copy of the Intamac Security Survey Form
- click **'Update Zones'** to save any changes

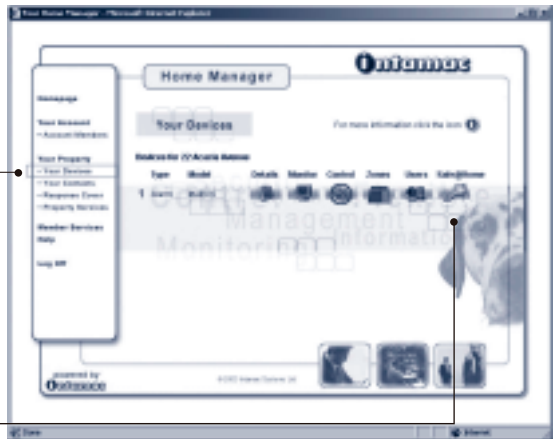


Step 5 Set up your 'Safe@Home' feature

The Safe@Home feature enables Home Manager to send out a message when an Alarm User switches off (unsets) your security system. You can choose for your Safe@Home message to be sent to anyone you like.

NB: the open/close setting in your alarm panel must be set to 'ON-SEND' for the Safe@Home feature to work. You may have been offered this option by your installer during the installation of your security system. If in doubt, refer to your alarm installer or contact the Intamac Member Services Team for assistance.

- click **Your Devices** in the left hand navigation
- click the **Safe@Home** icon to display the Safe@Home messaging page
- click the **'Safe@Home Contacts'** button to display the Safe@Home Contacts page.



- d. input the details for up to two **Safe@Home Contacts**, and click **Update Details**
- e. now click the '**Safe@Home Messaging**' button, to return to the Safe@Home Messaging page
- f. you can now use the drop down boxes to the right of the page to decide which of your Safe@Home contacts receives a message when the Alarm Users listed unset your security system
- g. remember to save the settings by clicking **Update Details** on the Safe@Home Messaging page



Step 6 Educate your Contacts

The people you decide to use as Contacts for Home Manager are crucial to the safety of your home and family. It is important that you provide them with a Contact Card, and explain to them what they should do if they receive an Alert Message from the Intamac Home Manager:

- Stay calm and make a note of the contents of the message
- Check to see if they have also received a **Response Received** message (see page no. 2 for details on Response Received messages)
- If they have not received a **Response Received** message, they should decide if they are in a position to respond to your emergency
- If they decide to help, they should respond to the **Alert Message** using the instructions included in the message
- They should now try to contact the homeowner
- They should then attend the property if required, but approach with caution
- Finally, call the emergency services **only** if evidence of an emergency is apparent

It may be useful to refer your Contacts to the Intamac website at www.intamac.com for more detailed information regarding Home Manager.

Advanced administration

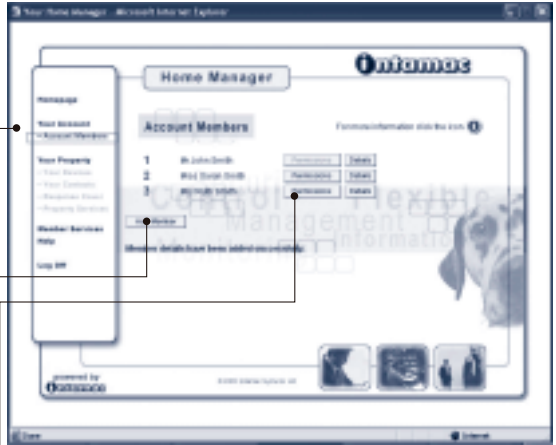
'Account Members'

As the account holder, you can allow other people to have access to your online account using their own Member ID and password. You do this by making them an **Account Member**.

You decide what permissions level each **Account Member** has. You can allow them to either view the information in your account (such as the event log and contacts list), or give them full access to edit and amend your contact details, and more.

To do this:

1. click the **Account Members** option in the left hand navigation bar
2. click **'Add Member'** to make a new person an Account Member
3. click **'Permissions'** to allow any member to view or change your account details.



Temporary disabling of the messaging system

If your alarm installer is ever required to undertake maintenance on the alarm system in your home, you can temporarily switch off the messaging service, so that you are not disturbed by **Alert Messages** during this work. To do this:

1. click **Your Property** in the left hand navigation bar
2. click **Select** to the right of your property address
3. uncheck the **'Property Active?'** box
4. scroll down and click **Update** at the bottom of the page



NB: Don't forget to check the box and click 'Update' again to switch the messaging back on once your alarm installer has finished their work.

Alarm Response and Keyholder Services

Intamac have an arrangement with Group 4 Patrol & Response that allows you to opt for a Group 4 mobile patrolman to attend your property in the event of a burglary. There are two Group 4 Patrol & Response options available:

1. 'Pay-As-You-Go' Alarm Response.

You pay a nominal annual administration charge and Intamac register your property with Group 4 Patrol & Response. In the event of a burglar alarm activation, a Group 4 patrolman will visit your home, and undertake an external visual inspection. If he/she finds evidence of criminal damage at the property, he/she will contact the Police or other Emergency Services, and remain on-site until they arrive. The Group 4 Alarm Response patrolman will leave a record of the event, time taken, and their actions, at the property, for your information. You pay for the patrolman's call-out and time on site.

2. 'Keyholder' Service. Group 4 Patrol & Response hold a set of your house keys, and details of your alarm panel PIN codes. In the event of a burglar alarm activation, a Group 4 patrolman will attend the property and secure it from the inside, contacting emergency services if required as outlined above.

In your online account Group 4 Patrol & Response appear by default as the last in your list of Contacts. This is to give your other nominated Contacts (eg next-door neighbours) time to respond, before the call is put through to Group 4 Patrol & Response.

In the event that your alarm is triggered and all previous Contacts have not responded, Group 4 will be notified by the Intamac Home Manager, and will send a mobile patrolman to your property. You are able to change the priority order should you wish, so that Group 4 are listed as your first contact, and are immediately notified of a burglar alarm event.

Group 4 have agreed to provide their Patrol & Response service to Intamac customers, in line with the Terms and Conditions printed in this User Guide.

Current prices, and the procedure for registering for a guarding option, are displayed within your online account, via the 'Response Cover' option in the left hand navigation bar.

NB: Your alarm installer may have their own preferred company which may be able to offer you an alternative Alarm Response service. Please refer to your alarm installer for details.

Monitoring your alarm system

Home Manager collects all the information from your security system and displays it in your online account in an 'Event Log'. This allows you to see exactly what has happened at home via your online account. If you have the Safe@Home facility switched on by your installer, you can even see who has switched your alarm panel on or off, and when.

To view the event log:

1. click **Your Property** in the left hand navigation bar
2. click the **Select** button to the right of your property's address
3. click **Your Devices** in the left hand navigation bar
4. click the **'Monitor'** icon listed next to your alarm panel

A list of event types and their meanings is available by clicking the 'i' icon in the top right hand corner of this website page.



Terms and Conditions

The terms and conditions of service are outlined below. You must sign the **Intamac Security Survey Form** provided by your alarm installer to accept these terms and conditions. Any changes to these terms and conditions in the future will be either sent to you by email or brought to your attention via your online account. The latest terms and conditions are always available on the Intamac website (www.intamac.com).

Intamac Systems Limited (referred to as “we”, “our” and “us” in this document) suggest that the customer (referred to as “you” and “your” in this document) should spend some time in reading through the document. This is because the conditions set out below shall apply to any agreement between the parties. If you have any questions or queries relating to any of the terms below, please contact us before you enter into the agreement.

Definitions

Certain words are used in this agreement that have particular meanings. The following words have specific meanings:

Sensors, Systems and Appliances means the equipment that you decide to connect, via your telephone line, to our Service, including sensors, security system and appliances (such as refrigerator, deep freeze and the like). Service means the provision by us of a facility that will monitor the Sensors, Security System and Appliances attached to the premises.

1. The purpose of the Service

Our Service is designed to allow you to manage the property locally or remotely and to reduce the risks of loss or damage to the premises or equipment so far as is reasonably possible. The Service is supported by a members' web site, which provides advice and support on a wide range of home management issues. In particular, we provide a property monitoring Service that supports systems that are compatible with ours. In the event of a problem with the property, we provide support to the levels set out in this agreement.

2. Notes about the levels and limitations of the Service

You decide which level of Service you wish to use. You may simply use the web site as a source of information and advice. Alternatively, you may wish to use the monitoring and call out Services. Depending on the equipment you have elected to fit to the Service, our Service will warn you of an intruder, fire, personal attack or an alert from other compatible Sensors, Systems and Appliances that you include in due course. Our monitoring Service can be supported by the use of security guards to respond to intruder alerts and inspect the property when you are not available. These services will help you to minimize any losses in the event of forced entry and to help secure the property. Although the services may act as deterrent, you should note that the guards do not patrol and are not intended to fulfil the role of the police.

3. Application of these terms to the agreement

These terms set out the basis upon which we will enter an agreement with you. Once we, or an agent acting on our behalf, accept your order, both parties will have entered into a legally binding agreement.

4. Formation of the agreement between the parties

We accept orders at our discretion. If we accept an order from you, the agreement will be formed on these conditions,

as outlined in paragraph 3 above. Where we, or an authorised agent, provide a quotation to you, such quotation is an offer and is open for 28 days from the date printed on the quotation. We reserve the right to withdraw the offer we have made to you at any time before you accept our offer. If you do not accept these terms and conditions of trading, our offer is withdrawn. As a result, there will not be a legally binding agreement between the parties.

5. Your right to cancel the agreement

You may cancel this agreement at no cost within 14 days from the date of this agreement. If you decide to cancel this agreement, you must inform us by sending us a letter, facsimile transmission or e-mail. If you cancel this agreement after this 14 day period and before the end of the agreement, you agree to provide us with 28 days notice in writing. Where you cancel this agreement during the first year of the agreement, we reserve the right to charge you three months fees. This charge may be made because the majority of the costs in providing the Service to you are incurred by us at an early stage in the agreement. Where you cancel the agreement after the initial twelve month period, we reserve the right to charge you one months fees. This excludes the optional manned Patrol and Response service subscription fee, which is non-refundable.

6. Warning – possible delay

There may be a delay following the installation of any system or appliance whilst your installer completes the registration process. This is the time between the installation of the system or appliances by the installer and the date the Service begins. This delay should not normally exceed five working days.

7. Our responsibilities

We will:

- Monitor your home and, where applicable, provide you with the agreed remote access to view the status of your Sensors, Systems and Appliances.
- Provide a web site with a range of support facilities and advice.
- Provide you with the support for the agreed levels of Service you have paid for.
- Make all reasonable efforts to alert you to warnings from Sensors, Systems or Appliances compatible with and connected to the Service.
- Where necessary, send you a report by e-mail, telephone, or text message on the status of your Sensors, Systems and Appliances for the purposes of monitoring and controlling.

- In the event of an alert from your property, we will follow the instructions you have given us. This includes notifying the contacts you have given us so that those contacts may take any action they deem appropriate in the circumstances.

8. Your responsibilities

You agree to:

- Ensure that your Sensors, Systems and Appliances, wiring and associated connections comply with the relevant standards, are in full working order and have not been subjected to any unauthorized modifications.
- Use reputable installers or our agents to connect to our Services.
- Properly maintain the Sensors, Systems and Appliances that you wish us to monitor.
- Keep your nominated contacts list up-to-date and ensure your nominated contacts are fully aware of the responsibility they agree to accept.
- Provide us with all details reasonably requested by us in order that we can meet our commitment to you.

9. Your password

When you enter the agreement with us, we will provide you with an account number and a password, both of which you must have to obtain access to your private area on our web site. You will need to use the account number and initial password to enter your private area on our web site for the first time. Thereafter, you will be requested to generate your own password. Whilst we trust that you will choose an appropriate password, nevertheless we urge you to choose a password that will be sufficiently robust to prevent other people from guessing your password. We do not authorise you to divulge your password to any person. However, if you wish other people, such as close members of your family or nominated contacts, to have access to your private area on our web site, you may authorise such people to have access by generating another unique password for them to use. You accept that you are solely responsible for maintaining the confidentiality of your password, and should you decide to give out your password or provide other people with further unique passwords, you accept full responsibility for the use or misuse of your password and that of the other passwords you authorise others to use.

10. Charges

You should note that you are responsible for all telecommunications charges between you, your property and our Service.

You are also responsible for the following extra charges:

Terms and Conditions

- a. All costs relating to any Services and work carried out to secure your property in the event of a forced entry.
- b. Any costs incurred by any of your designated contacts, including the guard response company if you have opted for this service, in responding to call-outs.
- c. Taxes, fees, charges or false alarm assessments levied by the police, fire or other authority who respond or act upon false call-outs which are caused because of the installation or operation of any system you have had fitted or where such police, fire or other authority responds to the directions of you or your nominated contacts. The terms of this paragraph will also apply if we act upon your direct instructions to call out the police, fire or other authority. However, we will take responsibility for any related costs where we decide, on our initiative, to make a call to the police, fire or other authority on your behalf.
- d. Any extra costs or charges for work done by police, fire or other authorities, or by any telecommunications agency or other party.

11. Where you have subscribed to the manned Patrol and Response Service

In accepting the Service, you are deemed to have agreed to provide permission for our response service to enter the property to allow inspection. Where security guards cannot obtain access to any part of the property, inspection will be limited to those areas of the property that can be visually inspected from the most appropriate part of the property. You must identify all potential hazards to us when agreeing to pay for this level of Service and undertake to keep the records you provide us up-to-date. The security service is shared by other customers and may be interrupted or delayed if other incidents detain the response service. At any one time the Security Officer will remain on the premises for a period not exceeding 1 hour. This may be extended if resources permit and in such cases there will be an additional charge. We do not offer any other form of manned response in respect of any other Sensors, Systems and Appliances that you may subsequently fit to your system. Please also note you may be liable for further charges in accordance with paragraph 10 where you fit additional Sensors, Systems and Appliances. You accept that the Service we offer is no substitute for the service provided by the police, and the response times may vary with the time of day or night and the area in which the property is situated.

12. Price

The prices of our Services are set out in our current price list, and are subject to Value Added Tax at the rate currently in force at the time of your renewal. You accept that, in addition to the administrative charges, you will be automatically billed each time the manned response service is required to visit your property. You are requested to make payments directly to us or through our authorised agents. We reserve the right to increase the Service charge. If the Service charge increases, we will tell you in writing of the increased amount that will take effect from the anniversary of the date your Service started. If you do not agree with the increased Service charge, you may end the agreement by giving one month's notice in writing to us from the date of receiving our request for payment. In circumstances where we incur higher costs (such as the cost of sending more text

messages to your telephone than we otherwise would expect to send) because you increase the numbers of Sensors, Systems and Appliances during the course of the contract, you agree to pay the increased costs associated with such activity. Such costs will be subject to negotiation. Provision of the Service to your premises or nominated address is calculated at the price unless stated otherwise.

13. Payment

You agree to pay us or our authorised agent within 14 days of the date of renewal of the Service. If payment is not received in this time period, we reserve the right to cancel the agreement or suspend the Service to you, and charge interest on all outstanding monies due to us from the date of invoice at the rate of 8 per cent per year above the Clearing Bank Base Rate current at the time. The rate of interest will be calculated on a daily basis.

14. Updating the Service

You may, at any time during the 12 month period, elect to up-grade the level of Service, but it is not possible to downgrade.

15. Unforeseen Circumstances

There may be times where events beyond our control:

- a. Prevent us from completing the agreement on the agreed date. If this occurs, we reserve the right to cancel the agreement or activate the Service when we are able. We undertake to inform you of any problems that may occur.
- b. Cause interruptions or errors to our systems. We cannot guarantee that our systems will work continuously and without errors, in particular where such interruptions or errors are due to events beyond our reasonable control.

16. Our Level of Service

We will try our best to ensure that you have the ability to obtain access to our Services through our web site or by telephone during normal office hours, which are between 0900-1700 hrs Monday to Thursday and 0900-1600 hrs on Friday, to permit you to monitor and control your Sensors, Systems and Appliances and to ensure the accuracy of the information and advice on our web site. We will provide the agreed levels of support to help you manage and protect the property and we will use our best endeavours to support you in this task.

17. Exceptions

We cannot accept responsibility for:

- a. Failure by you to provide correct nominated contact details.
- b. Information provided to us through your private area on our web site where you provide another person or persons with details of the account number we allocate you and you give them your password or a separate, unique password.
- c. The action or lack of action of any of your nominated contacts or the failure of you or your nominated contacts to respond to the messages we send to you or your nominated contacts.
- d. The ability of your Sensors, Systems or Appliances to send or receive instructions. Moreover, if your Sensors,

Systems or Appliances fail to provide the level of control and protection, we are not responsible for any losses you may suffer directly or indirectly.

- e. Failure to get in touch with you or your nominated contacts because your or your nominated contacts are not available. Further, where we initiate the procedure to get in contact with you or your nominated contacts and through no fault of ours, the messages we send fail to be received by you or your nominated contacts. We cannot accept responsibility for any work or problems associated with:
 - a. The installation of Sensors, Systems or Appliances in any property.
 - b. The means by which these Sensors, Systems and Appliances communicate to our Services.
 - c. Communications, services or equipment augmented by you.
 - d. Delays, interruptions or suspensions in providing the Services, which are due to any other person (including you), thing or event which we could not reasonably be expected to prevent.
 - e. Systems and appliances which are not compatible with our Services.
 - f. Lack of ready access to inspect a property.

In addition, we cannot accept responsibility for losses of any equipment or property in the event of:

- a. Failure of the Sensors, Systems or Appliances or other services procured by you.
- b. Loss due to acts or neglect of any other person, including you, the suppliers of your communications services and equipment, line monitoring services or any agent employed on your recommendation or agreement.
- c. Failure to respond or losses of any kind as a result of action taken by any individual identified by you and contacted on your behalf.
- d. Any losses incurred as a result of service response times, whether a public service or private service.
- e. Any costs associated with police, fire or any emergency service response, except when the calls have been initiated by our employees.
- f. Losses resulting from the police, fire, or any other emergency service action in response to requested action, regardless of whoever initiates the call.
- g. We accept no responsibility for any failure to provide the agreed level of Services for causes beyond our reasonable control and not caused by our lack of reasonable care.
- h. Losses due to you failing to follow our recommendations.
- i. We do not provide any form of insurance against loss.

18. Our Recommendations

Given the conditions outlined in this agreement, we strongly recommend that you have adequate insurance cover for your premises, persons and the contents of your premises. We recommend that you carefully select and brief your nominated contacts and keyholders for your property. In particular:

- a. Identify contacts that can respond rapidly to personal attack or fire warnings.
- b. Identify keyholders who can provide access in the event of an emergency.

- c. Advise contacts on the action to be taken in responding to burglar alarms.

We recommend that, as a minimum you use text messaging via mobile telephones for warnings.

You will be aware that recommendations are by nature, general. We ask you to use your own judgment and accept responsibility for your own action or inaction. We cannot accept responsibility for consequences relating to the application of these recommendations to your individual circumstances.

19. Limitation of Liability

If we breach the terms of this agreement, or you seek compensation and damages for any claim or claims arising out of this agreement between the parties for whatever reason, your remedy will be limited to damages. Our liability will not exceed in respect of any one claim or series of claims arising during the course of the same year a sum not exceeding the cost of the Service we provide you under the terms of the agreement.

20. Exclusion of Liability

With the exception of paragraphs 17 and 19, we shall not be liable to you, except in respect of injury or death of any person (for which no limit applies) regardless of the form of action, whether in agreement, tort (including negligence and breach of statutory duty), strict liability, or otherwise whatsoever, for:

- a. Any delay in supplying or for failing to activate the Service.
- b. Failure of communications systems, whether public or private, to permit us to communicate to you or your nominated contacts for whatever reason (including, but not limited to busy lines of communication).
- c. Failure of your hardware or Sensors, Systems and Appliances to communicate effectively or at all with our system.
- d. Any loss of business, agreements, or revenues.
- e. Failure to achieve anticipated savings in costs or expenses.
- f. Any special, indirect or consequential loss or damage of any nature whatsoever, arising directly or indirectly out of the Services we provide, or of any error or defect caused by us, UNLESS you inform us in writing before you enter an agreement with us, of any particular circumstances that you wish us to consider being liable for, and upon such notice we may decide whether to agree a higher level of risk if we are able to find insurance cover on the open market, the cost of which we will inform you of in due course.

21. Reasonableness of Paragraphs 19 and 20

If you enter an agreement with us, you agree that the limitation paragraph, paragraph 19, and the exclusion paragraph, paragraph 20, are reasonable, and that the price agreed reflects the position on liability.

22. Rights of Third Parties

In accordance with s 1(2)(a) of the Agreement (Rights of Third Parties) Act 1999, the parties intend that no term of this agreement may be enforced by a third party.

23. Severance

The parties agree that in the event of one or more paragraphs or sub-paragraphs of this agreement being subsequently declared invalid or unenforceable by a court or other authority with jurisdiction, the invalidity or unenforceability of any paragraph or sub-paragraph shall not in any way affect the validity or enforceability of any other paragraph or sub-paragraph except those which compromise an integral part of it or are otherwise clearly inseparable.

24. Easing the Terms of this Agreement

If we do not insist on the strict conditions of this agreement, we may still enforce all the conditions against you on other occasions. If you break a condition and we do not take any action against you, it does not mean that we will not take action against you if you break it again or continue with the same breach without putting it right, or if you break any other conditions.

25. Data Protection Act 1998

We may pass on the information you have given to us under this agreement to any police, fire or other authority and, (except for security details), to any credit reference, debt collection or public telecommunications agency or to any other relevant agency required in the proper conduct and delivery of the Service we offer.

26. General

We may hand over all our responsibilities under this agreement to another company or transfer any rights under it. We may also employ others to carry out tasks on our behalf. This will not reduce your rights under this agreement. If you have made this agreement together with someone else, you are liable both jointly and individually to us. All drawings, illustrations, literature, technical information and the like which accompany our specification (all of which we reserve the right to alter without notice) are intended to present a general idea of the Services described and are approximate only. We will notify you in advance of any changes to these Terms and Conditions and to the levels of Service we offer.

27. Termination of this Agreement

This agreement will terminate either at the end of the twelfth month after the start date, or when you no longer need cover for the property (to include, but not limited to, the sale of the property).

28. Applicable Law

The agreement between the parties is to be governed by and construed according to English law and the parties agree to submit any disputes to the exclusive jurisdiction of the English Courts.

Installer stamp

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User Guide version 1.0

