# EAST MIDLANDS
# SECURITY & FIRE LTD

## CALL-OUT CHARGE TARIFF | 2026

Should a fault occur on your alarm system outside of the annual visit and an engineer is required to attend site to rectify it, call-out charges apply.

**Accurate as of 1 January 2026**

Subject to change without prior notice

## Customers with a Maintenance Plan

| Time | Tariff (ex VAT) |
|---|---|
| Monday to Friday, 9am to 5pm | **£75.00 plus VAT** |
| Non-working hours, weekends and holidays | **£95.00 plus VAT** |

Includes the 1st hour on site.

**Additional time: £42.00 plus VAT per hour.**

Parts are not included and will be charged as extra.

## Customers without a Maintenance Plan

| Situation | Intruder or CCTV tariff |
|---|---|
| Do not want a Maintenance Plan | **£175.00 plus VAT** |
| Want a Maintenance Plan | **£75.00 plus VAT one-off**<br>+ £10.42 plus VAT per month (per system)<br>or £15.75 plus VAT per month (both intruder and CCTV)<br>Monthly payments by Direct Debit |

Includes the 1st hour on site.

**Additional time: £42.00 plus VAT per hour.**

Parts are not included and will be charged as extra.

**We do not service customers without a Maintenance Plan outside of standard office hours.**