



ConCar RMS Conditions of Service

Indemnity Agreement

ALARMS

For alarm messages we recommend that you choose a combination of email and/or text message notification.

SYSTEM FAULTS

Our system is set up to alert our computer support team all hours if there are major systems failures here at Conway & Carpenter Electrical but even that could fail so please call us in the night if you think our total system has not been working for more than 90 minutes.

We have all cloud based servers and use Amazon as our provider. No matter how hard we try it is still possible for our systems to fail.

The RMS designed equipment used for remote monitoring, controlling, and communications contains complex microcomputer and other electronic devices as well as software programs. It is possible for this equipment to fail or lock up unexpectedly resulting in incorrect operation.

So while we do our very best, please understand that we cannot be held liable for any loss you suffer if the system fails.

The Services are provided to you by us on an “as is” and “as available” basis, and your use of them is at your own risk. We do not promise that they will be reliable, free of defects, errors or viruses or always available, or that all problems can or will be corrected. This is in part because of the reliance on software, systems and networks that are not owned or controlled by us.

Sometimes the Services will be unavailable or your use will be limited because of maintenance or other work that is being undertaken.

All express and implied warranties, representations and conditions in relation to the Services are excluded to the fullest extent permitted by law, including any warranties as to non-infringement, satisfactory quality or fitness for a particular purpose.

For Business Customers

You represent to us that your access and use of the Services is for the purposes of a business and so you agree that the guarantees and remedies provided in the Consumer Guarantees Act 1993 do not apply to the Services.

MONITORING COSTS

The monthly/yearly monitoring charges cover extensive support, cellular or satellite data charges from the system to our servers, alarm messaging charges and website costs. The monitoring fee is to be paid by the due date in advance.

**By paying the monitoring charges you agree to accept these terms and conditions.
If you do not accept these terms and conditions please call us to arrange for
termination of service. Non-payment of the monitoring charges
will result in disconnection.**