**Your security can afford no downtime.**

At Iowa Surveillance Team, your system up-time is our #1 priority. We understand the consequences that can come if your security system is offline.

Iowa Surveillance Team offers a variety of services through our maintenance plan that will be available to you.

Some highlights of Iowa Surveillance Team Maintenance Program are:

* 24x7 remote monitoring and software support
* Guaranteed emergency dispatch times
* All switch hardware covered
* On-site spares, surge suppression, and system audit
* Scheduled maintenance, cleaning, and back ups
  + Lenses
  + DVR
  + Check the health of the DVR HDD
* Priority tech support
* After hour support
* Spare parts always available

**Partial Customer List**

|  |  |  |
| --- | --- | --- |
| Lakeside Construction | North Iowa Diesel | Bemiss Dist. Budweiser |
| Larson Construction | Dunlap Motors | Gavin Marine |
| Thorp Family Fun | Forest City Ford | Palmers Golf |
| St. Joseph Church | Kerry Ingredients | West Union Trenching |
|  |  |  |
|  |  |  |

**Iowa Surveillance Team maintenance plan description**

Iowa Surveillance Team has developed a plan to meet the needs of the customers with guaranteed results.

Iowa Surveillance Team Maintenance covers all parts of labor during the coverage period at no extra charge depending on the service level. Iowa Surveillance Team will remotely diagnose and repair system defects and, if necessary, dispatch a technician on location to:

* Isolate the problem
* Identify and replace defective components
* Restore system programming to working conditions

Performing these steps will ensure the maximum functionality of your security system and reduce costs by being **proactive** instead of **reactive**.

**Coverage Times**

Iowa Surveillance Team support is available 8:00 am to 5:00 pm, Monday through Friday.

Iowa Surveillance Team also Provides 24x7, mission critical support in all appropriate applications and upon customer requests.

**Iowa Surveillance Team comes with many benefits.**

* Update current system for better clarity
* Remote viewing capabilities
* Re-cable/ clean up
* UPS battery backups
* Customize security systems to meet your needs