



Standard Terms & Conditions of Business

(Effective Date 1st May 2026)

1. General Scope

These Terms and Conditions govern the supply, installation, commissioning, testing, maintenance, monitoring, and servicing of fire alarm, security, access control, CCTV, and related life-safety systems by Triple Star Fire & Security Limited ("the Company"). These Terms form an integral part of any quotation, proposal, contract, or maintenance agreement issued by the Company. In the event of a conflict between these Terms and any other documentation, these Terms shall take precedence unless expressly agreed in writing. The Company reserves the right to update these Terms periodically without notice. The Client is deemed to accept these Terms upon engaging the Company for any works or services. Nothing in these Terms shall be interpreted as excluding or diminishing the Client's statutory rights under the laws of England and Wales.

2. Working Hours and Access

Triple Star Fire & Security Limited's normal engineering working hours are Monday to Friday, 08:00 to 16:00, excluding public holidays. Our head office and support team are contactable from Monday to Friday, 09:00 to 17:00. Any works required outside of these hours must be arranged in advance and may incur additional charges. The Client is responsible for ensuring safe, uninterrupted access to the site or premises for our engineers at the agreed time of visit. Where access is delayed, denied, or restricted by the Client or site conditions, the Company reserves the right to charge abortive or waiting time at our prevailing rates. Any re-visits arising from access issues shall be treated as a separate chargeable visit. Safe access above 2.5 metres, specialist lifting platforms, or scaffolding must be arranged or will be quoted separately.

3. Electrical and Site Conditions

All works are subject to the condition that the existing electrical infrastructure complies with current IEE Wiring Regulations. The Company shall not be liable for any delays, defects, or omissions caused by unsuitable, unsafe, or non-compliant site electrical conditions. Where such deficiencies are identified, remedial works must be undertaken at the Client's cost before installation or commissioning can proceed. Additionally, the Company is not liable for any delays or costs resulting from site hazards such as asbestos, vermin, contaminated spaces, restricted voids, or obstructions to cabling routes. The Client is responsible for ensuring that all ceiling voids, risers, and plant rooms are safely accessible and cleared of stored items prior to our attendance.

4. Quotations, Variations & Pricing

Quotations are valid for 30 calendar days from the date of issue unless stated otherwise. The Company reserves the right to amend or withdraw any quotation prior to formal acceptance. All quotations are issued based on the information provided by the Client at the time of survey or enquiry, and assume standard working hours, unimpeded access, and normal site conditions. Should the scope of works change due to Client instruction, site conditions, third-party requirements, or other unforeseen factors, a revised quotation or variation order will be issued and must be approved before additional works commence. Variations shall be charged at our current labour rates plus the cost of materials and any access or equipment required.

5. Installation Works

Installation works shall be carried out in accordance with applicable British Standards, manufacturer guidance, and best industry practice. The Company makes no allowance for building, decorating, making good, or reinstatement works unless explicitly stated in the quotation. Where works involve ceiling voids, floor coverings, wall penetrations, or fabric of the building, these areas will be returned to a serviceable but not decorative standard unless otherwise agreed. Installation requiring access above 2.5 metres, roof spaces, or specialist access equipment will either be excluded or quoted separately. The Client shall ensure all working areas are free of obstruction and available throughout the agreed duration.

6. Third-Party Equipment and Networks

The Company does not accept responsibility for delays, faults, or compatibility issues arising from equipment or components supplied by the Client or by third parties outside our control. Where we are instructed to integrate with third-party systems (e.g., BMS, AV systems, IT networks), this must be confirmed in writing and may incur additional engineering or commissioning costs. The Client must notify us in advance of any known restrictions or service levels associated with their IT infrastructure or network provider. The Company will not be liable for service disruption or delays caused by network security restrictions, firewall policies, or insufficient IT bandwidth.

7. Risk, Title & Ownership

Risk in the goods passes to the Client on delivery to site or installation, whichever is earlier. Title and legal ownership of any equipment, materials, or system components shall remain with the Company until full and final payment has been received. In the event of non-payment or Client insolvency, the Company reserves the right to enter the premises and remove any equipment not paid for in full. The Client must not remove, sell, or otherwise dispose of any goods owned by the Company without our written consent. Insurance for loss or damage from delivery to completion shall be the responsibility of the Client.

8. Commissioning and Completion

The Company will use its best endeavours to complete the works within the agreed timeframe. All quoted programme dates are indicative only and subject to change depending on Client readiness, third-party involvement, and unforeseen site conditions. Commissioning will only be carried out when the full system is installed, powered, and ready for test. Minor outstanding items or snagging will not constitute a valid reason for withholding final payment. Upon successful commissioning, a certificate will be issued. The Client is responsible for arranging witness testing, interface verification, or third-party approvals unless otherwise agreed.

9. Warranty Conditions

All newly installed equipment is warranted for a period of 12 months from the date of commissioning, covering defects in materials and workmanship under normal use. The warranty is contingent upon the Client entering into an annual maintenance or service agreement within 28 calendar days of commissioning. Failure to do so shall render the warranty void. The warranty does not cover consumables, accidental damage, power surges, lightning, vandalism, third-party interference, misuse, or any faults caused by unauthorised work. Emergency out-of-hours call-outs, even within the warranty period, may be subject to additional charges unless covered by a valid maintenance contract.

10. Operation & Maintenance Manuals, Drawings & Meetings

Unless expressly included in the quotation, the preparation and submission of Operation & Maintenance (O&M) manuals, asset registers, as-fitted drawings, CAD designs, or digital handover packs are not included and will be chargeable. The Company will quote separately for documentation or uploads to client-specific portals or data environments (e.g., Aconex, Zutec). All documentation will be released only upon full settlement of final account. Attendance at site meetings, project coordination, or design workshops must be arranged in advance and will be charged at our standard daywork or consultancy rate.

11. Maintenance Services

Maintenance services are provided only under a valid, signed maintenance agreement. Our standard maintenance packages include scheduled inspections carried out during weekday working hours; any reactive, emergency, or out-of-hours attendance is chargeable unless expressly stated otherwise. All maintenance activities are undertaken in accordance with the relevant British Standards (including but not limited to BS 5839-1 and BS 5266) and may be subject to periodic audit or certification requirements.

The Client must ensure that systems are not tampered with, adjusted, or interfered with by unauthorised personnel, as this may invalidate maintenance support and may result in additional charges.

All maintenance contracts are invoiced annually in advance.

12. Monitoring & Remote Services

Where provided, monitoring services (including but not limited to CSL DualCom, RedCare, or cloud-based platforms) are dependent on the performance, availability, and uptime of the relevant third-party provider. The Company accepts no liability for service interruptions, connectivity failures, or outages that are outside its reasonable control. The Client is responsible for all ongoing subscription fees and any associated charges applicable to these services.

The Client must notify the Company of any changes to telephone lines, internet connections, network configuration, or IT infrastructure that may impact the functionality of monitored devices. Any relocation, reconfiguration, or remedial work required to restore communication or monitoring capability may be chargeable and will be quoted separately.

Monitoring devices supplied as part of the service remain configured and licensed solely for use under the Company's monitoring arrangements. In the event that monitoring services are cancelled, the monitoring device may not be transferred, reused, or reassigned to another provider. Any equipment recovery, decommissioning, or replacement required will be chargeable where applicable.

All maintenance contracts are invoiced annually in advance.

13. Call-Outs, Unscheduled Visits & Labour Rates

The Company provides 24/7/365 telephone support and may attend site for emergency unscheduled visits where required. The availability, priority, and response times for engineer attendance are determined by the Client's maintenance package. Out-of-hours attendance is only available where a valid maintenance contract is in place for the specific equipment or system.

Call-out charges apply for any unscheduled visits that fall outside of contracted Planned Preventative Maintenance (PPM) activities, or where no fault is found with the system or equipment. Where a maintenance package does not include unscheduled site visits, additional charges will apply in accordance with the Company's current rate schedule.

Labour is charged either per hour or per shift depending on the time of attendance, day of the week, and whether the Client holds an active maintenance contract. The Company's call-out and labour rates are published separately and reviewed periodically. Travel time, mileage, parking fees, tolls, and any other reasonable expenses may also be charged in addition to labour.

Contract Customers - Unscheduled Visit Charges & Labour Rates

- Normal Hours [Monday to Friday 08:00 through to 17:00]
Site attendance and up to the first 60 minutes on site is charge at £201.25 plus VAT and then £57.50 plus VAT per full/part hour per engineer.
- Outside Normal Hours [Monday to Friday 17:00 through to 08:00]
Site attendance and up to the first 60 minutes on site is charge at £258.75 plus VAT and then £86.25 plus VAT per full/part hour per engineer.
- Saturday Hours [Saturdays 00:01 through to 23:59]
Site attendance and up to the first 60 minutes on site is charge at £258.75 plus VAT and then £86.25 plus VAT per full/part hour per engineer.
- Sunday, Public and Bank Holidays Hours [Sundays, Public and Bank Holidays 00:01 through to 23:59]
Site attendance and up to the first 60 minutes on site is charge at £287.50 plus VAT and then £115.00 plus VAT per full/part hour per engineer.

Direct Expenses (i.e. Tolls, Parking, Ferries, Flights and Accommodation etc.) will be chargeable. Any materials used are chargeable.

Contract Customers - Day Labour Rates

- Normal Hours [Monday to Friday 08:00 through to 17:00] are charged at £460.00 plus VAT per day per engineer.
- Outside Normal Hours [Monday to Friday 17:00 through to 08:00] are charged at £690.00 plus VAT per day per engineer.
- Saturday Hours [Saturdays 00:01 through to 23:59] are charged at £690.00 plus VAT per day per engineer.
- Sunday, Public and Bank Holidays Hours [Sundays, Public and Bank Holidays 00:01 through to 23:59] are charged at £920.00 plus VAT per day per engineer.

Direct Expenses (i.e. Tolls, Parking, Ferries, Flights and Accommodation etc.) will be chargeable. Any materials used are chargeable.

Non-Contract Customers - Unscheduled Visit Charges & Labour Rates

- Normal Hours [Monday to Friday 08:00 through to 17:00]
Site attendance and up to the first 60 minutes on site is charge at £375.00 plus VAT and then £75.00 plus VAT per full/part hour per engineer.
- Outside Normal Hours [Monday to Friday 17:00 through to 08:00]
Site attendance and up to the first 60 minutes on site is charge at £400 plus VAT and then £112.50 plus VAT per full/part hour per engineer.
- Saturday Hours [Saturdays 00:01 through to 23:59]
Site attendance and up to the first 60 minutes on site is charge at £400.00 plus VAT and then £112.50 plus VAT per full/part hour per engineer.
- Sunday, Public and Bank Holidays Hours [Sundays, Public and Bank Holidays 00:01 through to 23:59]
Site attendance and up to the first 60 minutes on site is charge at £500.00 plus VAT and then £150.00 plus VAT per full/part hour per engineer.

Direct Expenses (i.e. Tolls, Parking, Ferries, Flights and Accommodation etc.) will be chargeable. Any materials used are chargeable.

Non-Contract Customers - Day Labour Rates

- Normal Hours [Monday to Friday 08:00 through to 17:00] are charged at 600.00 plus VAT per day per engineer.
- Outside Normal Hours [Monday to Friday 17:00 through to 08:00] are charged at £900.00 plus VAT per day per engineer.
- Saturday Hours [Saturdays 00:01 through to 23:59] are charged at £900.00 plus VAT per day per engineer.
- Sunday, Public and Bank Holidays Hours [Sundays, Public and Bank Holidays 00:01 through to 23:59] are charged at £1200.00 plus VAT per day per engineer.

Direct Expenses (i.e. Tolls, Parking, Ferries, Flights and Accommodation etc.) will be chargeable. Any materials used are chargeable.

14. Payments & Charges

Payment terms are as stated in the quotation or contract. Unless otherwise agreed, a deposit is payable on order with balance due on completion. Payment is due within 7 days of invoice unless stated otherwise. Failure to make payment may result in suspension of works or services. The Client agrees to cover any abortive visits, return travel, or failed appointments. All materials remain the property of the Company until full payment is received.

15. VAT & Late Payment

All charges are exclusive of VAT unless otherwise stated. VAT will be applied at the prevailing HMRC rate. Late payments may be subject to interest at 2% per calendar month compounded. The Company reserves the right to apply late payment fees in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

16. Force Majeure

The Company shall not be liable for delay or failure to perform any part of its obligations where such delay or failure is caused by events beyond its reasonable control, including but not limited to strikes, fire, flood, epidemic, war, acts of terrorism, or delays in supply chain or transport. In such cases, the Company shall be entitled to a reasonable extension of time to complete the works.

17. Client Responsibilities

The Client is responsible for providing full and accurate information relating to the premises, services required, and any special constraints (e.g., listed building, out-of-hours access). The Client shall obtain any landlord, planning, or insurance permissions where required. Any delays caused by incomplete or inaccurate information may result in additional charges. The Client must not tamper with installed systems and shall report faults promptly. It is the Client's responsibility to ensure fire and security systems are regularly tested, logged, and maintained.

18. Compliance, Notifications & Insurance

Where systems interface with other services (e.g., AOVs, lifts, gas shut-off), the Client is responsible for ensuring that appropriate third-party coordination and notifications are made. The Company shall not be liable for insurance non-compliance unless specifically contracted to provide such verification. The system design and specification are based on the risk level observed or reported at time of survey. Should the risk profile or insurance requirements change, a revised specification may be necessary and chargeable.

19. Confidentiality and Intellectual Property

All designs, documents, drawings, and software configurations produced by the Company remain the intellectual property of Triple Star Fire & Security Limited. These may not be copied, shared, distributed, or used by third parties without prior written consent. This includes device schedules, cable schematics, zone charts, commissioning logs, and remote access credentials.

20. Third-Party Platforms and Digital Services

Where systems are supported by digital platforms (e.g., Nimbus, Uptick, Kisi), the Client agrees to abide by the platform provider's terms of use. The Company does not offer a platform transfer service in the event of termination. Access to historical data, system logs, or credentials may be lost. Reactivation or reconnection of lapsed accounts is subject to technical feasibility and may incur configuration or subscription fees. The Client shall be responsible for managing app access, device security, and user authorisation settings.

21. Communications with TSF

The official communication channels with Triple Star Fire & Security Limited are:

Telephone: 0203 189 1960 Email: info@tsfands.com

Emails are monitored during weekday office hours only. Urgent or emergency matters must be reported via telephone. The Company is not liable for any delay or omission where correspondence is directed to a non-monitored email address, individual inbox, or third-party intermediary.

22. Legal & Jurisdiction

These Terms and any associated agreements shall be governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts. If any provision of these Terms is found to be invalid or unenforceable, the remainder shall remain in full force and effect.