



## GENERAL TERMS

1. The company of Spartan Security declares that its headquarters are equipped with a central monitoring station which receives signals from alarm systems from connected service subscribers and with the object of notifying in the case of alarm the police as well as the designated and authorized persons. The monitoring station is staffed by skilled personnel and operates on a 24 hour daily basis. We emphasize that an alarm system constitutes a means of prevention not a form of confinement.
2. The company is obligated in the event that it receives an alarm signal to notify the police as well as the designated authorized person (the police is not notified in the event that the designated authorized person determines that it is not necessary).
3. The connection with the Central Monitoring station is made through the existing telephone line of the customer, who is solely responsible for whatever problem may occur. Our company is not accountable in the event of any malfunction of the telephone network and any problems caused by the intervention of others to the phone line which could have as a result non dispatch or non reception of signals to our Central receiving station. The company makes every effort for the continued high-quality services offered as well as the good operation of our network. The company's technological equipment is mentioned in detail on our website [www.spartan.gr](http://www.spartan.gr) and is continuously upgraded. The company has no responsibility for the quality, sufficiency and secure function of phone or other networks that may cause failure of the reception of signals to the central monitoring station or the difficulty of routing incoming and out coming calls.
4. The company is not responsible in the in the event that it is needed to notify the authorized person that has been designated by the customer-subscriber and the person does not answer the call.
5. The order which the calls are made is not binding, if one of the designated numbers replies to the call the company's obligation has been fulfilled.
6. The subscriber is obligated to:
  - a) maintain the security system at least once a year and to present the company with a maintenance certificate signed by the installation technician stating that the system operates well. In the event that the customer – subscriber notices any type of malfunction of the system encoder (communication with the central monitoring station ) they are obligated to contact the technician in order to correct any malfunction .The company is not obligated to restore the good operation of the systems encoder.
  - b)follow the instructions that are provided by the central monitoring station and/or the technician in order to ensure the correct operation of the system.
  - c) safeguard the privacy if the recognition code, considering that request of any information from the central receiving station is given only upon recognition of the code.
  - d)inform the company in the event of incorrect operation and provide the recognition code when requested (incorrect operation is any operation that activates the system without due cause.
  - e) inform the company in writing in the event that the authorized person changes.
7. In the event that the company does not receive the daily check signal, they are obligated to inform the technician.
8. The technician is responsible to:
  - a)inform the subscriber that the company has not received the daily check signal and to repair the correct operation of the system and the decoder.
  - b)disconnect the security system of the subscriber in the event that the subscriber so requests for whatever reasons to discontinue the services provided by the company or in the event that the customer does not pay the subscription , so that the security code is released.





9. The ON-OFF service is charged separately. The GPRS service is charged by the cost of a sim card. For whatever other service the charge is made upon request .
10. The company is not responsible for failure to provide services due to force majeure, such as wars, earthquakes, floods, lightning, fires, strikes, terrorist actions, and sabotage
11. The company reserves the right to deny services to subscribers or to discontinue, when there are reasonable grounds, without charge, and informing the technician.
12. For the services which the technician provides the company reserves no form of responsibility.
13. This document :
  - a) cannot be considered as an insurance contract of any form for the property, existing goods or persons. The company has no civil or other liability towards the subscriber.
  - b) is valid for the time period designated by the subscription which can be renewed by payment of the next subscription , otherwise the agreement is invalid 10 days after the expiration.(without other notice)
14. Designated court for any differences between the subscriber and the company is the court of Athens.

THE PARTIES

SPARTAN

INSTALLATION TECHNICIAN

SUBSCRIBER





SUBSCRIBER DETAILS		TECHNICIAN DETAILS	
COMPANY		COMPANY	
NAME		NAME	
TELEPHONE		TELEPHONE	
CELL PHONE		CELL PHONE	

PROTECTED AREA		
TYPE OF PROPERTY	FLOOR	TELEPHONE
ADDRESS	NR	ZIP CODE
CITY	COUNTY	EMAIL
POLICE STATION		TELEPHONE

SECURITY SYSTEM DESCRIPTION		
SYSTEM USERS		AUTHORIZED PERSONS
NAME		NAME TELEPHONE

ZONE DESCRIPTION			
ZONE	DESCRIPTION	ZONE	DESCRIPTION

SIGNALS RECEIVED				PAYMENT TERMS	
IMMEDIATE ATTENTION SIGNALS-TECHNICAL PROBLEMS /SIGNALS OF DEACTIVATION				POSTOFFICE PAYMENT-CHECK-CHARGE CARD-OTHER	
				SUBSCRIPTION DURATION	
YES	BURGLARY	YES	POWER SHORTAGE	PAYMENT AMOUNT	
YES	ROBBERY	YES	LOW BATTERY	EXTRA SERVICES -CHARGES	
YES	FIRE	YES	24 HOUR TEST		
YES	PERSONNEL THREAT	YES	ACTIVATION		
YES	MEDICAL ATTENTION	YES	DEACTIVATION		

