

Date: [Insert Date]

To:

[Recipient Name/Department]

[Branch Name/Bank Name]

[Branch Address]

Subject: Maintenance Guarantee Letter for Surveillance System and Alarm Equipment

Dear Sir/Madam,

This letter serves as a formal guarantee regarding the maintenance and operational efficiency of the surveillance systems and alarm equipment installed at [Branch Name], located at [Branch Address].

We, [Company Name], hereby guarantee the following services for a period of [Duration, e.g., 12 months] starting from [Start Date] to [End Date]:

- **Routine Inspection:** Monthly/Quarterly scheduled checks of all CCTV cameras, Digital Video Recorders (DVR/NVR), sensors, and alarm control panels.
- **Emergency Repairs:** Response to system failures or hardware malfunctions within [Number] hours of notification.
- **Software Updates:** Regular firmware and software updates to ensure system security and optimal performance.
- **Replacement Parts:** Provision of genuine spare parts for any components found to be defective under normal usage conditions.
- **Backup Power Check:** Verification of UPS and battery backup systems to ensure continuity during power outages.

We certify that all maintenance work will be performed by certified technicians in compliance with industry safety and security standards. This guarantee ensures that the branch remains monitored and protected at all times.

For technical support or emergency service requests, please contact our 24/7 helpdesk at [Phone Number] or via email at [Email Address].

Sincerely,

[Signature]

[Full Name]

[Job Title]

[Company Name]

[Company Stamp/Seal]