

Security system maintenance plan

Preventive maintenance and annual maintenance contracts (AMC) in Kuching and Sarawak

An annual maintenance contract (AMC) brings one or several installed systems into one documented maintenance plan. HJ first records the asset condition, ownership, serviceability and required response. Visit frequency and the service boundary are then proposed and written into the contract. No fixed tier or price is assumed.

Start with an asset baseline

01

Name the assets
Systems, models, approximate age, locations and known faults. The contract identifies the covered equipment and sites.

02

Agree the checks and report
Visit frequency, functional tests, configuration or backup checks where applicable, defect records and who receives the service report.

03

Confirm response and exclusions
How faults are reported and appointments arranged, and what is included or excluded.

Choose a care model

Model	What it means
Reactive	A documented callout route for confirmed faults, with response and exclusions agreed in the contract.
Preventive	Scheduled inspection, cleaning, tests and service records intended to reduce avoidable failures.
Comprehensive	A broader planned-and-reactive scope with inclusions, parts and response explicitly written into the contract.
Predictive	Health indicators and trends are reviewed where the installed platform exposes reliable data.
Inspection	A defined condition or compliance-support check. It does not automatically include repair or certification.

These are planning models, not fixed packages or prices. HJ recommends a model after the asset baseline and operational requirement are known. A contract may cover one system or a coordinated set.

What the contract should define

- ☐ Asset register and installed condition
- ☐ Visit frequency and planned checks
- ☐ Included labour, parts and exclusions
- ☐ Service reports and outstanding risks
- ☐ Included systems, zones and locations
- ☐ Reactive response and escalation route
- ☐ Access, downtime and third-party coordination
- ☐ Review, renewal and upgrade recommendations

What each system check covers

Scope as listed on HJ's service pages, confirmed for your site after assessment

CCTV

WHAT IS CHECKED

Cleaning, inspection and health checks. Camera and field power, cabling, network, recorder, storage and the authorised app are checked separately. Recording, playback and export are verified, not only the live image.

SERVICE TASKS, AFTER DIAGNOSIS AND APPROVAL

Offline, no-video and network troubleshooting, camera, recorder, hard disk, power supply and cabling repair, app setup, firmware and storage upgrades.

GOOD TO KNOW

Recording history may already be incomplete before a visit. Tell HJ if recordings must be preserved before settings, disks or equipment are changed.

Alarm

WHAT IS CHECKED

Panel, detectors, standby power and warning path as one intrusion-alarm system. Tested zones are recorded, with the notification responsibilities that stay with the customer.

SERVICE TASKS, AFTER DIAGNOSIS AND APPROVAL

False-trigger and zone troubleshooting, sensor, PIR and door-contact replacement, siren and panel repair, battery replacement, programming and app setup.

GOOD TO KNOW

Alarm service does not include third-party monitoring or police response.

Door access

WHAT IS CHECKED

Credential, access decision, lock, door condition, power and safe exit as one controlled opening. The agreed entry, denied-entry and release cases are verified.

SERVICE TASKS, AFTER DIAGNOSIS AND APPROVAL

Controller repair, EM lock, drop bolt, electric strike, exit button and break-glass replacement, sensor, power supply and wiring repair, programming, user and card enrolment.

GOOD TO KNOW

Release behaviour is not altered without confirming the approved design and responsible parties. User data and access records stay with the system owner.

Autogate

WHAT IS CHECKED

Mechanical movement through motor, controller and protective devices. Gate safety, leaf condition, hinges, track, drainage and manual release are assessed before motor work.

SERVICE TASKS, AFTER DIAGNOSIS AND APPROVAL

Motor, control board, receiver, sensor and safety-beam repair, wiring and power supply repair, gate alignment and remote controls.

GOOD TO KNOW

Keep people and vehicles clear of unexpected movement. Do not open electrical covers or bypass safety devices.

Barrier gate

WHAT IS CHECKED

Arm, motor, balancing assembly, controller and connected protection, in a safe test window. Identification and override interfaces are checked where agreed.

SERVICE TASKS, AFTER DIAGNOSIS AND APPROVAL

Motor and control board repair, arm replacement, loop detector, radar sensor and photocell repair, wiring, alignment, spring adjustment and LPR troubleshooting.

GOOD TO KNOW

Lane access, traffic control and pedestrian safety remain site responsibilities.

Electric fence

WHAT IS CHECKED

Agreed fence sections, visible infrastructure and installed equipment, depending on access and system details. Wire tension, earthing connections and the energiser are checked periodically, especially after storms or heavy rain.

SERVICE TASKS, AFTER DIAGNOSIS AND APPROVAL

Fault assessment, system condition review, alarm interface checks where supported, and planned maintenance with agreed inspection tasks and reporting.

GOOD TO KNOW

Do not handle an energised fence. Extensions, alterations and approval matters are a separate scope.

Reports, faults and exclusions

What you receive, how faults are handled and what is agreed separately

What you receive after a visit

- A record of findings and next actions that you can understand.
- Asset condition, tested functions, exclusions, defect priorities and approved repair recommendations.
- Remaining limitations and the recommended next maintenance action.
- Outstanding risks, plus review, renewal and upgrade recommendations under the contract.
- Service reports do not store customer passwords.

How a fault is handled

01

Record the symptom

System, location, fault, recent changes and impact.

02

Confirm ownership

Administrator access, warranty, third parties and regulated scope.

03

Inspect and diagnose

The agreed system path is checked and findings recorded.

04

Approve the action

Work proceeds only against the confirmed scope and quotation.

05

Verify and document

The outcome is tested and limitations recorded.

Before a service visit, tell HJ the fault and your location. Diagnostic attendance, repairs, parts and any travel charges are confirmed with you before work. Emergency requests are subject to technician availability, site access and a safe, confirmed scope.

Excluded or agreed separately

The accepted contract states what is included. Clarify these points before you approve it:

- Labour, replacement parts, consumables, licences, specialist work, travel and out-of-hours attendance.
- A comprehensive scope, parts inclusion, a response time or emergency attendance. These apply only when written into the accepted contract.
- Existing defects found at the baseline inspection. These may be quoted separately.
- Monitoring staff, guard response, emergency response and unsupported equipment. These need separate agreement.
- Regulated scopes. These need the responsible qualified or appointed persons.
- Outstation sites. Travel charges, technician availability and the visit schedule are confirmed before attendance.

An assessment cannot promise spare-part availability, data recovery, uninterrupted service or compatibility with unsupported equipment.

Prepare for an assessment

What to send HJ and what stays with you as the system owner

What to send

- Site location, system type, fault symptom, an equipment photo and the operational impact.
- For a security AMC: the security asset list, recording and retention needs, known faults, alarm recipients, access roles and permitted service windows.
- Model labels for the equipment, its approximate age and any recent changes, such as power, internet or building work.

Your part as the system owner

- Name a security and service contact for the site.
- Agree how temporary alarm or access interruptions are controlled during a visit.
- Personal data stays your responsibility: authorised collection, access, retention and disclosure.
- Password or account recovery needs verified ownership and administrator authority.

CONTACT HJ SECURITY

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Mon–Fri: 8:30 AM–5:30 PM

Sat: 8:30 AM–1:00 PM

Sun / Public Holiday: By appointment

A repair or service visit is different from a new-installation survey. Diagnostic attendance, labour, parts and any travel charges are confirmed with you before work starts.

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