



# COASTAL FIRE & SECURITY

Fire Alarm Maintenance & Monitoring Agreement  
843-252-6872 • info@coastalfireandsecurity.com  
www.coastalfireandsecurity.com

## Client Information

Client Name:

Business Name:

Service Address:

City/State/Zip:

Phone:

Email:

## Site & System Details

Building Type/Use:

FACP (Make/Model):

# Smoke Detectors:  # Heat Detectors:  # Pull Stations:

# Horn/Strobes:  Other Devices/Notes:

## 2) Plan Selection (check one)

- ☐ **Basic Maintenance**  
Discounted labor rate (\$90/hr), 2 FREE hours of labor per quarter + one annual NFPA 72 inspection/test. Monitoring not included.
- ☐ **Premium Maintenance & Monitoring**  
Includes Basic + cellular communicator & 24/7 UL-listed monitoring with automated monthly signal tests; priority scheduling (within 48 hrs)
- ☐ **Monitoring Only**  
24/7 monitoring (no maintenance).

## Billing Frequency (choose one)

- ☒ Quarterly ☐ Annually (prepay)

## 3) Service Scope (What's Included)

### Basic Maintenance (No Monitoring)

1x Annual NFPA 72 Inspection & Testing

Full system test including: manual pull stations, smoke and heat detectors, horns/strobes, panel diagnostics, battery testing, and signal verification. Includes full inspection report for your AHJ (Authority Having Jurisdiction).

2 Hours of Labor Included Per Quarter (non-cumulative)

Discounted Labor Rate: \$90/hr for additional service work

Battery Testing & Replacement (sealed lead-acid for FACP & RPS) — batteries billed separately at \$45/ each up to 7-AH



# COASTAL FIRE & SECURITY

Fire Alarm Maintenance & Monitoring Agreement

843-252-6872 • info@coastalfireandsecurity.com • www.coastalfireandsecurity.com

## Premium Maintenance & Monitoring

Includes all Basic Maintenance services above

24/7 UL-Listed Cellular Monitoring using an included dedicated communicator (if needed)

Automated Daily Signal Testing to meet monitoring requirements

Priority Scheduling for non-emergency service (within 48 hours)

Expedited Dispatch for fire marshal inspections and urgent repairs

Annual Battery Replacement at time of inspection if needed (includes 2x7-AH batteries per year)

## Monitoring Only

24/7 Fire Alarm Monitoring via secure cellular communicator or POTS lines

Monthly automated test signals and notification routing

No maintenance or inspection included

One-time \$350 communicator fee required at setup

\*If using POTS lines customer is fully responsible to provide and maintain 2 dedicated analog phone lines to FACP, we do not troubleshoot phone lines.

---

## 4) Term, Billing & Pricing

- Term: 12 months from the signature date; auto-renews annually unless either party gives 30-day written notice.
- Invoices: Issued at the start of each billing period; Net 15 days.
- One-time cellular communicator (hardware & installation): \$350 when needed (billed at install).

Plan	Billing	What's Included	Price
Basic Maintenance	Qtr / Annual	2 hours of labor included per quarter (non cumulative), Discounted labor rate (\$90/hr) + 1x annual NFPA 72 inspection/test.	\$270/qtr \$1,080/yr
Monitoring Only	Qtr / Annual	UL Cellular monitoring service with daily test signals *One-time \$350 fee for cellular communicator installation	\$135/qtr \$499/yr
Premium (Basic + Monitoring)	Qtr / Annual	Basic Maintenance and Monitoring bundled; priority scheduling (within 48 hrs) + annual standby battery replacements. <b>cellular communicator included</b>	\$450/qtr \$1,800/yr

---



# COASTAL FIRE & SECURITY

Fire Alarm Maintenance & Monitoring Agreement

843-252-6872 • info@coastalfireandsecurity.com • www.coastalfireandsecurity.com

## Labor & Parts

- Standard rate: \$110/hour.
- After-hours/emergency rate: \$200/hour (outside Mon–Fri 8:00 a.m.–5:00 p.m.).
- Contract client rate: \$90/hour (work outside plan scope).
- Batteries: Included with Premium for FACP and remote power supplies (sealed lead-acid), replaced as needed during the annual service. Billed separately for Basic and Monitoring-Only plans.
- Parts & materials billed separately (plus applicable taxes/permit fees).

## 5) Access & Scheduling

- Provide safe, unobstructed access to all devices and the fire alarm control panel during scheduled visits.
- Inform us in advance about any restricted areas or after-hours requirements.
- After-hours service is available at the \$200/hour emergency rate.

## 6) Exclusions

- Vandalism, misuse, or Acts of God;
- System additions, existing wiring and devices, upgrades, relocations; programming changes;
- Repairs requiring parts; work by third parties not coordinated with Coastal Fire & Security (quoted separately).

## 7) Termination

- Either party may terminate with 30 days' written notice. No refunds for partial billing periods. Equipment installed by Coastal remains our property until paid in full.

## 8) Limitation of Liability

- Not liable for losses due to events beyond our control, prior improper maintenance by others, or indirect/consequential damages.
- Monitoring reduces risk but does not guarantee loss prevention.

---

## Acceptance

By signing, Client agrees to the selected plan, pricing, and terms above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name/Title: \_\_\_\_\_

Company: \_\_\_\_\_

Emergency/After-Hours Contact (optional): \_\_\_\_\_

## Emergency Contacts for Monitoring (required for Premium or Monitoring-Only):

1) Name: | \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_

2) Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Submit**

Coastal Fire & Security | 843-252-6872 | info@coastalfireandsecurity.com | www.coastalfireandsecurity.com

*This Agreement is a legally binding contract. Non-payment may result in service interruption and/or legal action.*