

COMMERCIAL SECURITY / ONGOING SYSTEM CARE

System Support Agreement

**Protect your investment.
Keep your business moving.**

Preventive maintenance. Expert support.
One monthly fee for covered system care.



Our service is your security.

SUPPORT THAT CONTINUES AFTER INSTALLATION

Confidence in your system.

Your security system is a working business asset. A JMG System Support Agreement (SSA) brings ongoing care, technical expertise and covered repair support together, helping you keep that investment working for your business.

Less uncertainty in your day.

01

Support business continuity

Address system concerns with an established service resource. Priority support and covered repairs help limit the disruption a system problem can create for your team.

02

Make costs easier to plan

Bring covered system care into one monthly fee. Give management a clearer way to budget for maintenance, service labor and necessary covered replacement parts.

03

Protect equipment value

Annual preventive maintenance helps identify developing concerns and supports useful equipment life, so you can get more value from the system you already own.

04

Give your team time back

Reduce the need to restart the repair approval process for every covered issue. Staff can spend less time coordinating service and more time running the business.

A practical plan for long-term peace of mind.

Know who to call, what is covered and how support fits your budget.

THE CORE SSA OFFERING

Six ways your agreement supports your system.

The essentials from JMG's SSA offering, explained in terms of what they mean for your business.

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|----|---|---|
| 01 | Annual preventive maintenance visit | Scheduled attention to covered equipment helps identify wear or performance concerns before they become larger service issues. |
| 02 | Certified in-house technical support | Telephone and on-site assistance from JMG technical professionals gives your team a clear resource for system questions and troubleshooting. |
| 03 | Service and labor | Service work and labor for covered repairs are part of the agreement, helping reduce the uncertainty around individual repair expenses. |
| 04 | Replacement parts | Necessary part replacement for covered equipment helps restore system operation while keeping eligible repair costs within your support plan. |
| 05 | Same-day priority service* | Priority handling gives system concerns timely attention, helping your team move from reporting a problem toward resolution. |
| 06 | Spare parts and loaner equipment* | Where suitable and available, spare parts or temporary equipment can help bridge a service interruption while the repair is completed. |

*Confirm same-day service terms for your location. Spare parts and loaner equipment depend on compatibility and availability. All benefits apply to the covered scope in your agreement.

CARE BEFORE THE NEXT SERVICE ISSUE

A little attention today. Fewer surprises tomorrow.

Security equipment works every day. A scheduled annual preventive maintenance visit creates time to assess covered equipment and address concerns that may otherwise go unnoticed.

1**annual preventive
maintenance visit**

An included foundation
for ongoing system care.

WHAT THIS MEANS FOR YOUR BUSINESS

Earlier awareness

A planned visit creates an opportunity to identify developing equipment concerns before you discover them during daily operations.

Better use of your investment

Regular attention can help reduce avoidable deterioration and support useful equipment life.

A more informed next step

Use the maintenance conversation to distinguish immediate service needs from future improvements you may want to budget for.

MAKE THE MOST OF YOUR VISIT

Share what your team is noticing.

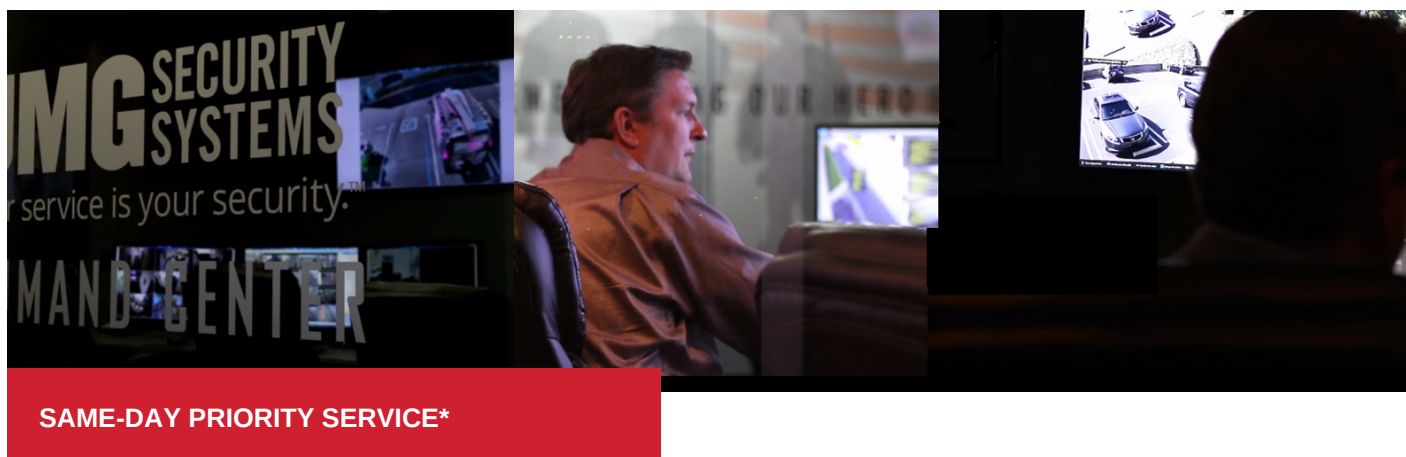
Before the visit, note recurring alerts, intermittent device issues, changes in system performance and any recent changes to your facility. Give JMG that context so the discussion focuses on the equipment and concerns that matter to you.

Specific maintenance tasks depend on the systems and equipment covered. Confirm the visit scope when reviewing your agreement.

EXPERT HELP. A CLEAR NEXT STEP.

When something needs attention, start with JMG.

Certified in-house technical support connects your team with telephone and on-site assistance for covered system concerns.



01 Describe the issue

Share the site, affected equipment and the problem you are seeing. Note how it is affecting your operations.

02 Get technical guidance

Telephone support helps clarify the concern and determine the appropriate next service step.

03 Arrange covered service

Where on-site work is needed, JMG can address the covered repair, including eligible labor and necessary parts.

04 Consider temporary support

Ask about compatible spare parts or loaner equipment if the repair requires additional time.

*Confirm service hours, request cutoffs and location-specific response terms with JMG. Same-day priority service does not necessarily mean a completed repair that day.

SEE THE JMG SUPPORT DIFFERENCE

More than a repair call. A complete support plan.

JMG brings key system-care services into one support relationship. The checkmarks below show the elements of the JMG SSA offering; the other-provider column reflects what is not typically included as a standard service-agreement element.

SYSTEM SUPPORT AGREEMENT - SERVICE ELEMENT COMPARISON

Service element		JMG Services	Typical Other Service Provider
Annual preventive maintenance visit	Scheduled attention for covered equipment.	✓	×
Certified in-house technical support	A dedicated technical resource for your system.	✓	×
Telephone troubleshooting support	A clear first step when a system concern appears.	✓	×
On-site support for covered concerns	Field service when the issue needs hands-on attention.	✓	×
Covered service labor	Eligible repair labor is part of the covered agreement scope.	✓	×
Necessary covered replacement parts	Eligible parts help restore covered system operation.	✓	×
Same-day priority service*	Priority handling for qualifying service concerns.	✓	×
Spare parts support*	Compatible spares may help shorten interruptions.	✓	×
Loaner equipment support*	Temporary equipment may be available when suitable.	✓	×
One monthly fee for covered care	A more predictable way to plan eligible support costs.	✓	×
Ongoing system-care relationship	A known JMG team and established support process.	✓	×

JMG SSA service elements are subject to the executed agreement and covered equipment list. *Same-day priority service, spare parts and loaner equipment depend on service terms, compatibility and availability. "Typical Other Service Provider" is a general comparison; offerings vary by provider and agreement.

JMG puts the support plan behind the system.

CLEAR EXPECTATIONS BUILD CONFIDENCE

Know your coverage.

A good support plan starts with a shared understanding of the equipment, services and response terms included.

Which systems can be considered?

Discuss your intrusion detection, video surveillance, access control and fire detection equipment with JMG. Only the equipment and services listed in your agreement should be treated as covered.

Does the monthly fee cover every possible expense?

The SSA offering includes covered service, labor and necessary part replacement. Confirm the equipment list, exclusions and any separately billed work before enrollment.

What does same-day priority service mean?

The SSA offers same-day priority service. Ask how it applies to your location, operating hours and type of issue. Repair completion can depend on the diagnosis and parts needed.

Are monitoring and required inspections included?

Confirm these separately. An SSA maintenance visit should not be assumed to include alarm monitoring or every required fire or life-safety inspection, test or certification.

What about upgrades, software or new equipment?

Review these items with JMG before authorizing work. Do not assume expansions, modernization, software subscriptions or equipment outside the covered list are included in the monthly fee.

Can an existing system be evaluated for an SSA?

Ask JMG to review your installed equipment, its condition and your service needs. That review helps establish whether an agreement is available and what scope can be offered.



PUT A SUPPORT PLAN BEHIND YOUR SECURITY

Your system matters. So does the support behind it.

Talk with JMG about a System Support Agreement
for your business.

01 Review your system

Share your locations, installed equipment and service priorities.

02 Define your coverage

Confirm included equipment, maintenance, response terms and exclusions.

03 Put the plan in place

Review the monthly fee and agreement with your JMG representative.

Start the conversation.

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Benefits are subject to the executed agreement. This catalog is a program overview.

Program basis: JMG SSA brochure. Company details and photography: jmgsecurity.com.