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CVS/JH/17731  
Friday 5<sup>th</sup> June 2020

Ash Tadjrishi  
Felixstowe Town Council  
Town Hall  
Felixstowe  
Suffolk  
IP11 2AG

Dear Ash

**Re: CCTV Maintenance Report**

I hope this finds you keeping safe and well.

The maintenance contract is due to be invoiced as our year 2 of 3 fixed term/fixed price deal that we did with you last June.

I thought I would look to see what we had done in the last 12 months so have listed the calls below.

With regards to the upgrades we have installed one new dome camera which is a 3MP IP unit and have linked this into a Network video recorder with 4 inputs. Originally I was proposing a hybrid recorder as the first phase of the migration to a full IP system but Scott felt it would be easier to install a 4 input NVR as the maximum inputs on the hybrid was 16 anyway and this way you could still make full use of your DVR. This means that we still have one more camera to replace within the maintenance contract agreement which will be done when the next service visit is undertaken. We started that visit last week and will complete it later this month.

Please call me if you have any questions.

Best regards

Clark Skates

| Date     | Service Report | Detail  |
|----------|----------------|---|
| 10/06/19 | 67252          | 1 Hour 45 mins on site<br><br>Re-set lamppost & control room<br>Re-set camera 2 & tested okay<br>IR Lamp at Town Hall Pav Gardens appears to be dead                      |
| 19/06/19 | 70105          | 5 Hours 15 minutes on site<br><br><u>Service Visit on Entire System</u><br>All Cameras cleaned, presets adjusted as required and tested okay                              |
| 25/06/19 | 70285          | 50 minutes on site<br><br>Raytec IR lamp replaced with Vista IR Lamp and tested okay  |
| 12/07/19 | 70402          | 1 hour 15 minutes on site<br><br><u>Camera 1:</u> lamppost re-set<br><u>Camera 9:</u> lamppost re-set   |
| Date     | Service Report | Detail  |
| 26/07/19 | 70129          | 1 hour on site<br><br>Re-set all of system and lampposts following storms and all working okay  |
| 22/08/19 | 70135          | 1 Hour 10 mins on site<br><br>No picture from Beijing down the system – only 1 camera working,<br>Re-set system<br>Need to replace pair of transmitter and receiver units |
| 06/08/19 | 70161          | 55 minutes on site<br><br>Camera 2, 8 & 14 black screens – re-set system & tested okay  |
| 23/08/19 | 67297          | 1 Hour 30 minutes on site<br><br>Link between Beijing and Tesco down – replaced link and tested okay  |

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| 02/09/19                         | 67277 | 1 Hour 30 minutes on site<br><br>Re-set system and lampposts – tested. All okay.  |
| 30/09/19<br><br>(2 visits)       | 71299 | 1 Hour 25 minutes on site<br><br>Lost link at Beijing (Fire Station to Beijing and Beijing to Tesco)  |
| 26/09/19<br>02/10/19<br>03/10/19 | 70825 | 10 hours and 45 mins on site<br><br><u>CCTV Service Visit on All Equipment</u><br>4 x Transmitters replaced and AMG, corrected link at Beijing from above<br><br><i>4 x AMG 8102 and 6 x AMG 8101 in for repair (R7793)</i>                               |
| 15/10/19                         | 71288 | 1 hour, 25 minutes on site<br><br>Re-set Camera 5 and tested okay<br>Checked settings on Quantum 660H with HDD error, tested okay but monitor disk 4  |
| 26/10/19                         | 70291 | 5 hours on site<br><br>All cameras down and install IP test equipment. System re-set, parts fitted as follows and tested okay: -<br>2 x AMG wireless links<br>1 x 8-port Vista PoE Switch<br>1 x Viper 4-Channel NVR<br>1 x Vista Dome<br>1 x 24" Monitor |
| 31/10/19                         | 70282 | 1 hour, 35 minutes on site<br><br>Hard drive error on Vista Quantum 960H – requires 3Tb hard drive  |
| 12/11/19                         | 71286 | 1 hour, 25 minutes on site<br><br>Attend to Cameras 4,1,9,5,6,7 and re-set (camera 4 needs replacing)   |
| 19/11/19                         | 71292 | 2 hours on site<br><br>Fitted new 3Tb hard drive to Vista 960H DVR, 24" monitor and VK2 camera at Bent Hill. All fitted and tested okay.  |
| 22/11/19                         | 71295 | 40 minutes on site<br><br>Camera 5 needs replacing<br>Camera 7 re-set and tested okay<br>Camera 4 still has a focus problem   |

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| 19/12/19 | 71701 | <p><i>3 hours on site</i></p> <p>Camera 5 (Bent Hill): fitted new HD IP camera &amp; linked to DVR etc<br/> Camera 12 (Spa &amp; Huts): fitted new AMG link and tested okay.<br/> Requires a second one.</p> |
| 2/1/20   | 71334 | <p><i>3 hours on site</i></p> <p><i>Reset system, replaced HDD4. Reset cameras 14 and 15</i></p>   |

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| 31/1/20  | 71162 | <p><i>6 hours 20 minutes on site</i></p> <p>Full service visit on all cameras. This was the December visit but due to the wheather this took place in January.</p> |
| 5/2/20   | 71999 | <p><i>1 hour onsite</i></p> <p>Link at the chalets not working collected for repair</p>  |
| 12/11/19 | 71286 | <p><i>1 hour, 25 minutes on site</i></p> <p>Attend to Cameras 1 2 and 14 all reset and left working.</p>   |