



Unit 1 Cygnus, Orion Court, Great Blakenham, Ipswich, Suffolk, IP6 0LW
Tel: +44 (0)1473 833360 www.stcsolutions.co.uk

CVS/LS/20451
Tuesday 05 April 2022

Debbie Frost
Felixstowe Town Council
Town Hall
Felixstowe
Suffolk
IP11 2AG

Dear Debbie

Re: CCTV Maintenance Report

I hope this finds you keeping safe and well.

The maintenance contract is almost due for renewal and as always, I enclose our report. We haven't carried out as many emergency service visits this year as no-one has been reporting them.

As we discussed, it might be worth someone at the police station doing a simple visual check on the screens once a week and reporting any issues to us via e-mail.

Please call me if you have any questions.

Best regards

Clark Skates

Debbie Frost
Felixstowe Town Council

CVS/LS/20451
Tuesday 05 April 2022

STC Solutions Limited
Registered Office: Unit 1 Cygnus, Orion Court, Great Blakenham, Ipswich, Suffolk, IP6 0LW
Registered in England No: 4237478



FS73155

Date	Service Report	Detail
23/06/21	74674	<i>6 hours 35 Minutes on site</i> <u>CCTV Service Visit on All Equipment</u> All cameras serviced including re-programming and settings checked. It was noted that there was corrosion on much of the equipment.
04/08/21	74723	<i>40 minutes on site</i> <i>Cameras 7 & 10 – Loose connections on BWC connectors - cut and replaced with new.</i>
19/08/21	74733	<i>1 hour on site</i> Incident reported – footage downloaded and 2 x copies made.
27/08/21	74769	<i>40 minutes on site</i> Re-set Main Transmitter. Checked that images could be viewed on PC.
04/10/21	74760	<i>1 hour 50 minutes on site</i> <i>System not working.</i> <i>Cameras 1-6 Working but 6-15 not working.</i> <i>Investigated and found link at bottom of Bent Hill down.</i> <i>Replaced 12V Supply and re-set system. Also re-set cameras 13 & 14.</i>
08/10/21	74715	<i>20 minutes on site</i> Link down at Bent Hill to The Alex Café. Rebooted The Alex camera and replaced cable. Supplied 1 x pair of Transmitters.
12/11/21	75479	<i>45 minutes on site</i> <i>Extracted footage from incident.</i> <i>Checked system – Cameras down from Bent Hill onwards to Lidl.</i> <i>Re-set camera on The Alex lamppost and cameras 4 and 5.</i>
03/12/21	76222	<i>4 Hours 15 mins on site</i> Investigated CCTV faults. Replaced aerials between top of Bent Hill and The Alex with 2 x new IP mitters. Power fault found at Spa gardens. Highways to investigate and contact with update.
09/12/21	75394	<i>2 hours 10 minutes on site</i> <u>CCTV Service Visit on All Equipment</u> <i>Replaced wireless link at Bent Hill and 2 x Repeaters</i> <i>Fitted 3TB Drive in Viper with 4TB</i>

Quotation Valid: for 30 Days from Date of Quotation. Payment terms: 30 Days from Date of Invoice.

STC Solutions Limited
Registered Office: Unit 1 Cygnus, Orion Court, Great Blakenham, Ipswich, Suffolk, IP6 0LW
Registered in England No: 4237478



FS73155

05/01/22	75500	<p><i>1 hour and 15 mins on site</i></p> <p><i>CCTV System checked.</i></p> <p><i>Wireless Transmitter not working at Greggs/TSB Bank. Investigated and re-set.</i></p> <p><i>HDD4 Error on screen – needs replacing.</i></p>
07/01/22	75506	<p><i>1 hour and 25 minutes on site</i></p> <p><i>Investigated Camera 12 – mencoder corrupted – re-set.</i></p> <p><i>Vista 4TD4 – Problems not connecting. Re-set DVR.</i></p>

Quotation Valid: for 30 Days from Date of Quotation. Payment terms: 30 Days from Date of Invoice.

STC Solutions Limited
Registered Office: Unit 1 Cygnus, Orion Court, Great Blakenham, Ipswich, Suffolk, IP6 0LW
Registered in England No: 4237478



FS73155