



ROBOWATCH

**I.P. Camera & Eco Tower Protection Systems**  
**Terms & Conditions of Robowatch Security Camera Installation & Remote Monitoring**  
**September 2025**

**Security Camera Survey**

- a. A pre-installation site survey will be undertaken by a Robowatch surveyor prior to the installation of any security cameras, this will detail recommendations as well as prerequisites required such as power on site, posts or ducting required and H & S issues.
- b. Robowatch takes no liability for any loss or damage where a client does not have a site survey undertaken, only provides a site plan or a plan of where they want the cameras to be installed themselves or amends the position of the cameras that differs from the original plan.
- c. Unless requested, at the time of the survey, the surveyor will assess the number of cameras required to provide adequate security coverage for the perimeter of the site or area that requires protection & this will be displayed in the quotation. Our recommendations are based on many years of experience & will provide the ultimate coverage of the client's requirements.
- d. Where a client reduces the number of cameras recommended Robowatch takes no liability for intrusion, damage or theft where no cameras have been installed & the survey recommendations have not been followed.
- e. At the time of the survey, the surveyor will discuss the individual project requirements with the site representative and assess the number of cameras required to provide adequate security coverage for the site to include –
  - Perimeter of the site,
  - High risk area(s),
  - storage or laydown areas, offices or other area(s) that requires CCTV protection & this will be displayed in the quotation.
- f. Area(s) of a project that the site representative "states" there is NO requirement for CCTV monitoring. These areas will be shown and highlighted on the quotation site plan with a notation.

**Prior to the Security Camera Installation**

- a. Robowatch will telephone or email the site representative at least 24 hours prior to the installation to check that they are ready for the installation & that the pre-requisites are in place.
- b. After receiving the go ahead from the site representative an installation date will be confirmed.
- c. Should the Robowatch engineer attend site on the date agreed and the installation is aborted after receiving confirmation and the instructions to proceed from the site representative then an aborted visit / cancellation fee will be charged (at the current rate shown on the quotation).

**Security Camera Installation**

- a. The installation of the security cameras will be as per the initial site plan unless agreed with the site representative.
- b. Where the site has changed from the original survey plan, the engineer will liaise with the site representative to assess the optimum position of the cameras for the best coverage of their site / required location.
- c. Robowatch takes no liability for loss or damage for CCTV systems that have been installed by the site staff or a third party.
- d. If a site representative is unhappy with the position of the cameras, they must discuss this with the engineer on site or call the operations manager on 01303 261210 within the first 48 hrs of the work being completed.

**Customer Details Forms**

The client is responsible for completing the customers details form following the installation of the cameras.

The form must detail clearly:

- a. The times in which the system is to be armed & disarmed during the weekdays & weekend.
- b. The key holder's name, telephone number & hours that they can be contacted. At least one of the key holders names must be available to contact 24 hours a day in the case of an incident. A Key holding service & security patrols is available if the client does not have a member of staff available to deal with incidents (Please enquire for more details).
- c. The contact details of the person that incidents reports are to be sent to.
- d. For GDPR reasons – the names & contact details of the company staff that are permitted to request footage or stills from security cameras. No details of site, footage or stills can be sent or requested to anyone other the persons quoted on the customer details form.
- e. A password for the site, must be given to control room staff when telephoning Robowatch to inform them that staff are entering or leaving site at times that differ from the agreed times on the customer details form. Also, to be used when requesting information, footage / stills, or to change customer details or key holders details.

**Arming & Disarming of Cameras**

- a. It is the site representative's responsibility to inform the control room on 01303 261210 if the site opens or closes at different times other than those specified on the customer details form.
- b. If the site works at the weekends which differs from the times given.
- c. If the site opening & closing times change during the different seasons of the year.
- d. When staff are or visitors are to visit site for any reason out of normal working hours. Robowatch takes no liability for intrusion, damage or theft when site staff leave site early or enter site early from those times stated for arming & disarming of the cameras.



### **Housekeeping & False Activations**

It is the responsibility of the client to ensure that the site cameras are free from:

- Obstructions including foliage & vegetation or site materials & plant.
- All monarflex & flapping plastics are removed from the camera shot or tied down to eliminate false activations.

Robowatch undertakes 4 hourly camera checks – if an obstruction is noticed or there is an issue that creates false activations, the site representative will be contacted and asked to rectify this. If this is not rectified within a reasonable time the cameras alarms will be isolated. This may mean that genuine activations may be missed, so please prevent this with rectifying any site issues promptly.

Robowatch takes no liability for isolating cameras if they are creating multiple false activations and the issue has not been dealt with promptly.

Housekeeping to include a weekly visual check of the system to check for damage to cabling, cameras and all Robowatch security equipment. The site manager is also responsible for ensuring the cameras are clean & for checking that the cameras are looking at the correct area(s) and cameras have not been moved or covered. As the project progresses a resurvey may be required to ensure the security is not compromised.

### **Isolating of Cameras**

a. Cameras must be kept clear of all obstructions / flapping plastics (or other items).

b. Cameras may be isolated (switched off) if they send through multiple false activations caused by:

- Obstructions
- Foliage & Vegetation
- Flapping Plastic / Monarflex / Flags etc
- Cameras Pointing At Busy Roads / Traffic
- In Public Areas

c. In the case that a camera or cameras are causing multiple false activations – the client will be informed and given 24 hours to rectify the issue. If the rectification is not made then the camera will be isolated until the issue has been rectified.

### **Storage of Equipment, Plant, Vehicles & Materials Storage**

d. All equipment, tools, plant, machinery, etc must be placed within 20 meters of a camera.

e. It must be well within the boundary of the site.

f. All keys/codes to access the plant, padlocks and containers must be secure and not accessible to intruders.

g. All obstructions that may obscure the cameras must be cleared to enable the control room to clearly see the items that we are protecting. Robowatch cannot take liability for items that are stolen or damaged when they are out of view of the camera's/detectors or if the camera's views are obstructed by plant, equipment or materials.

### **Storage of Equipment, Plant, Vehicles & Materials Storage**

a. All equipment, tools, plant, machinery etc must be placed within 20 metres of a camera

b. It must be well within the boundary of the site – Robowatch takes no liability for goods, materials or equipment that is situated outside of the sites boundary (unless a cameras has been specifically requested for that area).

c. All keys / codes to access the plant, padlocks, containers must be secure and not accessible to intruders.

d. All obstructions that may obscure the cameras (e.g. pallets of materials, bricks, insulation, Monarflex etc) must cleared to enable the control room to clearly see the goods / vehicles that we are protecting.

e. All plant machinery must be fitted with an immobiliser & tracker. Robowatch cannot take responsibility for the damage / theft of any plant, vehicles or equipment if these precautions are not adhered to.

### **Resurveys & Relocation of Security Cameras**

a. It is the responsibility of the site manager to arrange a re-survey of the site if cameras requiring repositioning due to the progression of the site build.

b. The site manager is also responsible for ensuring that the site has adequate coverage & must request a site survey if additional cameras are required. Robowatch will take no liability for blind spots that have not been identified by the site manager due to the progression of the site build.

### **Intruder or Incident Related Activations**

a. Robowatch cameras are motion activated and an alarm is sent through to the control room.

b. The Robowatch controller will assess the activation as quickly as possible and determine if actions are required.

c. On determining that an unauthorised person is on the site they will:

- Issue an audio warning via the PA system & warn off the intruders.
- Up to 21:00hrs (unless stated otherwise) the key holder(s) will be contacted by telephone. If there is no answer an answerphone message will be left & the next one on the list will be called.
- After 21:00 (unless otherwise instructed that a keyholder can be contacted beyond this time) - The main key holder will be sent a text message to inform them that they have had an incident
- The police are called using 101 and if in place the key holding security patrol will be called to attend site.
- The cameras are monitored continuously throughout the incident until the intruders are no longer visible.
- The controllers will liaise with the key holders, police & security patrol (if available) through to its conclusion.



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- A full report of the incident with camera stills will be sent the next working day to the client contacts as per the customer details form.

#### **Key holding & External Patrols**

- a. Where installed, Robowatch uses a third party for all key holding & external patrol services.
- b. The client is responsible for providing a set of keys or set of gate codes to Citiguard once the service has been set up.
- c. This is an external third-party service provided and Robowatch has no control or responsibility for the key holding & patrol staff.
- d. Robowatch takes no responsibility for response times of security patrols or attendees.
- e. Any activation that is confirmed as an intruder or is deemed necessary that a security presence is required on site will activate a call to the security patrol team for attendance.
- f. Robowatch will invoice the client for the key holding service & any security patrols required due to activations that warrant a security presence.

#### **Police / Emergency Services Attendance**

- a. In most cases of intruders / persons on site / an incident – the police will be called.
- b. Robowatch is authorised to call 101 unless we have evidence of damage / theft / danger to life in which case 999 is called.
- c. When the 101 call is answered Robowatch will request for police attendance on the site. It is the decision of the police if they will attend.
- d. Robowatch has no control over:
  - \* The time taken for the Police Headquarters to answer the call from Robowatch
  - \* If the call will be answered at all
  - \* If Robowatch has to report the incident online at the Police's request
  - \* Whether the Police will attend the site
  - \* If the Police require a key holder to attend the site for them to also attend.
- e. In the case that fire is detected on site the Fire Service & Police will be contacted using 999.

#### **Missed Activations**

- a. Robowatch will provide the monitoring services as requested during the hours requested by the client.
- b. Any missed activations by the monitoring staff will be investigated and preventative measures installed to prevent reoccurrence.
- c. Any missed activations missed that may lead to loss or damage from the site will be investigated by the management team and where Robowatch is deemed at fault, the loss will be assessed by the Robowatch insurance loss adjusters for compensation.
- d. No compensation will be provided for:
  - Loss when cameras that have been reported as damaged/faulty/obstructed/causing multiple false activations and the client has been informed of remedial actions that are required but have not been undertaken.
  - When cameras are non-functioning due to flat batteries and the client has been informed previously to recharge these devices.
  - Where full perimeter coverage is not in place and intruders cannot be detected by the cameras that are positioned on the site.
  - Where recommendations from Robowatch have not been undertaken in terms of camera numbers and/or locations.
  - Where the client has decided on their own camera location or has declined a site survey be undertaken by Robowatch.
  - Where cameras have been moved, removed or disabled by site staff

#### **Limitation of Liability**

- a. This Condition sets out the financial liability of the Supplier (including any liability for the acts or omissions of its employees, agents, consultants, and subcontractors) to the Customer in respect of:
  - (i) any breach of the contract;
  - (ii) any use made by the Customer of the services, the deliverables or any part of them; and
  - (iii) any representation, statement or tortious act or omission (including negligence) arising under or in connection with the contract.
- b. All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the contract.
- c. Nothing in these conditions limits or excludes the liability of the Supplier:  
for death or personal injury resulting from negligence; or  
for any damage or liability incurred by the Customer as a result of fraud or fraudulent misrepresentation by the Supplier.
- d. The Supplier's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance, or contemplated performance, of the Contract shall be limited to £50,000.
- e. All compensation claims will be assessed and where required passed to insurance loss adjusters to assess where liability lies.



### **Footage Requests**

- a. For GDPR reasons footage requests can only be made by the named personnel on the customer details form, regardless of their position within the organisation.
- b. Clients are permitted to ask for footage of up to 120 minutes that can be sent on a secure cloud station platform using a provided password.
- c. Any requests for footage over 120 minutes will require an engineer to attend site & download from the NVR hard-drive. Normal engineer callout charges will apply as per quotation.
- d. If footage is requested of an incident or theft from site during normal working hours this again is limited to a maximum of 120 minutes. The site representative must give exact details of what cameras footage is required and specify a date & time that they require. Any footage requests over 120 minutes will require an engineer visit & be charged at the call out & labour fees as per the quotation.

### **Loss of Power (For Mains Powered CCTV Only)**

During Working Hours:

- In the case of a site losing power, the control room will contact the site representative and request that they investigate the reason for the loss of power.
- If the site cannot re-instate power during normal working hours & the Robowatch system is not live and active at the agreed start of the monitoring period, Robowatch take no liability for any incidents during this period.
- Should the power outage be deemed to be a long term or a re-occurring issue additional equipment may be required i.e. Robowatch Battery Back Up Unit for which can be charged from the mains or a site provided generator or VAP wireless camera systems. (please ask sales for details)

Out of Working Hours:

- In the case of a site losing power after working hours, up to 21:00 the control room will contact the site representative and request that they investigate the reason for the loss of power. After 21:00 (unless otherwise instructed) the main key holder will be called & sent a text message informing them of the loss of power. It is the responsibility of the keyholders to answer the telephone and to visit the site to ensure that the security has not been breached.
- If the site regains power then the main key holder will be informed by telephone or text message.
- It is the responsibility of the site representative to call the control room. If the site cannot regain their power then they may be without security cameras for this duration. If the site cannot regain their power then they may be without security cameras for this duration & Robowatch take no liability for any incidents during this period.

### **Loss of Communications**

- If the site loses communications with its 3G/4G router the keyholders will be informed of the situation either by telephone call (before 21:00) or by Text if after 21:00. It is the responsibility of the site representative to call the control room to discuss the problem.
- Robowatch cannot take any responsibility for the loss of 3G/4G data communications that are provided by a third-party mobile network provider or any losses or incident during the mobile data outage.

### **Damaged Equipment**

- a. The client is responsible for any damage to Robowatch equipment caused by site staff or subcontractors.
- b. This may include cameras, cabling, PA systems, wireless cameras or communicator bridges, battery boxes, fire detection & alarm equipment & towers.
- c. If a camera is noted as damaged by the control room staff, then an engineer will be sent to site and the camera system will be rectified. If caused by site staff or contractors the client will be liable for the engineer call out, costs, material & equipment replacement.

### **Equipment & Monitoring Prices**

All prices are as given in the site quotation in Great British Sterling & exclude V.A.T.

We reserve the right to review site monitoring contract prices on an annual basis of which any changes in costs will be duly notified.

### **Robowatch contact details**

Telephone: 24 Hour Control Room – 01303 21210

Email: [control@robowatch.co.uk](mailto:control@robowatch.co.uk)

Opening Hours: 24 hours a day – 365 days a year

## PLEASE REMEMBER – IF WE CANNOT SEE YOUR SITE OR ITS MATERIALS / PLANT WE CANNOT PROTECT IT!

### Close objects block camera views & cause night flash overexposure

If large items such as machinery, materials, skips etc. are placed directly in front of the cameras at short range after installation this will reduce our view and can lead to high levels of reflection when the cameras are activated.

This will greatly impact the ability of the cameras A.I. recognition system and also reduce what we are able to see in the monitoring station.

If you are in doubt please contact our control room on the details above.

