

M3FORCE Protecting your Peace of Mind CUSTOMER FEEDBACK FORM - INSTALLATIONS

Please Give us a minute of your time to help us better serve your needs.

Customer Name:

Mrs. J B C. A DE SILVA

Date :

11/07/2018

	Very Good	Good	Average	Poor	Very Poor
Was the work completed to your satisfaction?	✓				
Was the work completed on time?	✓				
Was the job site left clean and orderly?	✓				
Were the installers profession and courteous?	✓				
Was the Customer Service Representative courteous and helpful?	✓				
Were the user instructions easy to understand?	✓				
Were your questions answered to your satisfaction?	(Yes / No)				

How did you hear about us?

Yellow Pages
Rainbow Pages
Through a friend
Billboard
E-mail campaign
Other

✓

Comments:

Customer's Signature

Client Name	Mrs. Chiara De Silva
Address	No. 25A, First Templar Lane, Templar Mawatha, Mt. Lavinia
Installation Location (If different)	
Job Card No	
Installation Completed Date	

The following equipment has been installed.

BOSCH Intruder Detection System

<u>No</u>	<u>Description</u>	<u>Q'ty</u>
1	BOSCH CC 488— 8 Zone Control Panel	1✓
2	LCD Key Pad - 8 Zone	1✓
3	Battery Back up	1✓
4	Wireless receiver	1✓
5	Siren / Strobe	1✓
6	Magnetic contact	1✓
7	Blue Line Indoor PIR Motion Sensor	6✓
8	Remote Key Fob	1✓

Were you trained on :

<u>Intruder Detection System</u> ; How to Arm & Disarm the IDS, How to Add User Codes, How to Activate Fire, Medical , Panic & Duress, How to Use of Remote Controller , Fault Diagnosis, Isolating Zone ,What action to take during heavy lightening to protect the panel	Yes ✓	No
<u>CCTV System</u> ; Live Viewing, Play Back Viewing (including Time & Date search) , PTZ Control, Remote Viewing, Taking Backups ,What action to take during heavy lightening to protect the System	Yes	No
<u>Fire Alarm System</u> ; Activating Alarms through MCP , Identifying Zones, Deactivating after Alarm.	Yes	No
<u>Guard Tour System</u> ; Test Tour, Downloading Data to PC, Taking Reports	Yes	No
<u>Access Control System</u> ; Adding / Deleting Cards, Software Training, Emergency Door release	Yes	No
<u>Vehicle Tracking System</u> ; Software Training	Yes	No