



INTRODUCING **THE COP COMMITMENT**

The most comprehensive service package in the industry

3 Year
Advance
Replacement



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THE COP COMMITMENT

The most comprehensive service package in the industry

The COP Commitment represents our dedication to providing the best and most comprehensive service package in the industry. We've always been committed to building relationships based on high-quality service and support.

It's in our History

COP has been serving the security industry for over twenty years, building strong & lasting relationships with installers through a commitment to provide the highest quality service and assurance possible.

Industry Leading Service & Quality Assurance

COP boasts a £3.5 million product stock holding, meaning that we can provide 99.9% stock availability at all times. Additionally, our commitment to quality assurance means that all of our DVRs are built and tested in the UK.

Because of this and the trust it instils in our product, we now provide 3 Year Advance Replacement on certain Dahua products. Additionally, we also offer free delivery on all orders over £99.

Advantage Plus

Our focus on service lead us to create the most comprehensive service and support package in the industry - Advantage Plus, included as standard, for every customer on every purchase.

- Up to 3 Year Advance Replacement
- Up to 3 Year Warranty
- 30 Day money back guarantee
- No handling charge for non-faulty items
- Free delivery of repairs and collection of returns
- Free Delivery on orders over £99

World Famous Brands

Dahua, one of the worlds leading CCTV manufacturers, recently chose COP as its UK Distributor of the Year. COP was selected because of our commitment to quality and service in all aspects of the business, from sales to delivery and after-care.

Additionally, COP work closely with hard-drive manufacturer Western Digital and Seagate, to ensure customers have the most reliable and cost effective storage solutions.



3 Year Advance Replacement

NO INVOICE

NO COLLECTION FEE

NO DELIVERY FEE

NO TRAINING
REQUIRED

ON ORDERS AFTER
1ST OCTOBER 2016



Most of our products are covered by a 3 year advance replacement warranty, so if your Dahua product falls faulty within 3 years of purchase we will dispatch a new replacement unit the very same day you notify us of the fault. Once you have replaced the faulty product, we will arrange for the item to be collected free of charge. You then keep the new product and we keep the faulty product. Its that simple! We also offer a 1 year advance replacement on all other products.*

You call



If your product goes faulty give our expert technical support team a call to arrange a replacement

We ship



Once our technical team have confirmed the fault we will ship a replacement to you free of charge.

We collect



When your replacement has arrived, we will then collect your faulty unit at a time that is convenient for you.



UNRIVALLED SERVICE



99.9% STOCK AVAILABILITY

24H CREDIT ACCOUNT OPENING

ALL RECORDERS BUILT AND TESTED IN THE UK

FREE EMAIL & TEXT OF ONE HOUR DELIVERY SLOT

£3,500,000 STOCK HOLDING

NO HIDDEN COSTS

Free next day delivery

Orders over £99 including VAT qualify for free next day delivery within the UK. We can also provide a one hour delivery window with a free email or text message.

£3.5 Million stock holding

Because we hold such a large amount of stock, we can almost guarantee that we will have any product you need ready for immediate dispatch and next day delivery.



UNRIVALLED SUPPORT



3 YEAR ADVANCE REPLACEMENT ON SELECTED DAHUA PRODUCTS*

UP TO 2 YEAR ADVANCE REPLACEMENT ON ALL OTHER PRODUCTS

30 DAY MONEY BACK GUARANTEE

FREE REMOTE NETWORKING

3 YEAR WARRANTY

Free remote networking

If you need to view a DVR/NVR over the internet or on a mobile phone and require assistance with computer or router configuration, we can help. Using a secure 256 bit SSL encrypted connection; we can log directly into your computer and assist with all your DVR/NVR networking issues including setup, DDNS, port forwarding & smart-phone connection.



Free collection of returns

Once we have replaced your product, we will collect the faulty product free of charge and at a time and place that best suits you. Will also deliver the replacement product free of charge to a destination that suits you.



DAHUA PRODUCT TRAINING

As the leading authorised Dahua distributor in the UK we now offer unrivalled in house training on Dahua products. Our courses offer both theory and the opportunity to get hands on with the latest products and software. Each course is a full day and our technical support team will run through our extensive product portfolio, selecting the right products for your project, installation and configuration.



Who should attend?

Our courses are aimed at everyone involved in the management and installation of professional CCTV projects including engineers, installers, system integrators and security consultants. They offer a perfect introduction to Dahua products for new users and refresher for experienced security professionals.

What do the courses include?

ENTRY LEVEL

Each attendee has use of a NVR4104HS-P-4KS2-1T NVR with a smart IP camera all connected to our network. They also have access to a PC, although we encourage attendees to bring their own laptops to assist them with future installs.

- About Us
- Introduction to Dahua IP & HDCVI Solutions
- Specifying and Installation
- Image Quality & Camera Configuration
- Configuration & Operation
- Remote Access and Software

ENHANCED DAHUA TRAINING

Each attendee has use of a NVR4104HS-P-4KS2-1T NVR with a smart IP camera all connected to our network with an 8 port switch and a third party camera. They also have access to a PC, although we encourage attendees to bring their own laptops to assist them with future installs.

- Network Configuration
- Web Browser Programming
- Network Builds
- Manual Configuration
- Smart PSS
- Upgrading Firmware
- Troubleshooting

"HANDS ON TRAINING FROM THE UK'S LARGEST DAHUA DISTRIBUTOR"



COMPARISON

What does your distributor offer?

No other distributor offers the same level of service as COP.

Others can offer some of these benefits, but COP offer them all!

Unlike others we don't hide details in the small print. This is why we have produced our comparison table to make sure you know what your getting with our COP Commitment.

	COP UK	"Other Leading Distributor"
Free collection of faulty products	✓	✗
Free delivery of replacement products	✓	✗
Same day dispatch on all orders	✓	✗
Advance replacement covers PTZ cameras	✓	✗
No invoice on shipment of replacements	✓	✗
No training required for 3 year advance replacement	✓	✗
30 day money back guarantee	✓	✗
100% trade only	✓	✗



