

FAQs

General Questions

Q1: What services does Tim-Technology Limited offer?

A: We specialize in Solar-Inverter installation, CCTV camera installation, Home Automation, Intercom systems, Access Control, and related smart security solutions.

Q2: Where are you located, and do you offer services outside Abeokuta?

A: Our headquarters is in Abeokuta, Nigeria, but we provide services across Nigeria. Contact us for availability in your area.

Q3: Do you offer free consultations?

A: Yes! We provide free consultations and site assessments to help determine the best solutions for your needs.

Installation & Setup

Q4: How long does an installation take?

A: Installation time depends on the project size:

- CCTV & Access Control: 1–2 days for small setups, up to a week for larger projects.
- Solar-Inverter Systems: 1–3 days, depending on system capacity.
- Home Automation & Intercom: 2–5 days based on customization level.

Q5: What do I need to prepare before installation?

A: For smooth installation:

- Ensure access to installation areas.
- Provide a stable power source for testing.
- For solar, roof space should be checked for proper sunlight exposure.

Q6: Will there be any drilling or wiring required?

A: Yes, most installations require some level of drilling for cable routing, especially for CCTV, intercoms, and access control systems. However, we ensure a neat and professional finish.

Q7: Can I integrate my existing security system with new installations?

A: In most cases, yes. Our team will assess compatibility and suggest integration options.

Q8: Do I need to be present during the installation?

A: No, but we recommend someone is available to provide access and approve final placements.



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Pricing & Payment

Q9: How much do your services cost?

A: Pricing varies based on system size, components, and installation complexity. Contact us for a custom quote.

Q10: Do you offer payment plans or financing?

A: Yes, we offer flexible payment plans for select services. Terms depend on the project size and duration.

Q11: What payment methods do you accept?

A: We accept cash, bank transfers, and mobile payments.

Q12: Can I get a discount for multiple installations?

A: Yes, we offer discounts for bulk installations and referral bonuses for recommending us to others.

Maintenance & Support

Q13: Do you provide warranties on installations?

A: Yes! We provide:

- CCTV & Intercom: 1-year installation warranty.
- Solar & Inverter: Manufacturer's warranty (5–10 years) + 1-year service warranty.

Q14: How often should I service my installed systems?

A: Regular servicing ensures longevity:

- CCTV & Access Control: Every 6–12 months.
- Solar-Inverter: Check batteries & panels every 6 months.
- Home Automation: Updates & maintenance as needed.

Q15: What if I have an issue after installation?

A: We offer free after-sales support during the warranty period. If issues arise after that, we provide affordable maintenance services. We have 24/7 customer support. Contact us via phone, WhatsApp, or email for quick assistance.

Q16: Do you provide training on how to use installed systems?

A: Yes! We provide a detailed demonstration and user guide after installation



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Security & Safety

Q17: How secure are your CCTV and access control systems?

A: Our systems use encrypted video feeds & secured access control to prevent hacking or unauthorized access.

Q18: Can I monitor my CCTV cameras remotely?

A: Yes! Our IP-based CCTV solutions allow you to monitor your home or business from anywhere using a smartphone app or PC.

Q19: What happens if there's a power failure?

A: For CCTV, intercom, and access control, we can integrate backup power solutions to keep your security system running during outages.

Q20: How do I ensure my solar-inverter system lasts long?

A:

- Avoid overloading the inverter beyond its capacity.
- Regularly clean solar panels for efficiency.
- Monitor battery health and replace old ones when necessary.

Custom Orders & Special Requests

Q21: Can I request a custom solar-inverter solution for my home/business?

A: Absolutely! We design custom systems based on your energy consumption needs and budget.

Q22: Do you handle large-scale commercial security installations?

A: Yes! We have experience handling corporate offices, warehouses, estates, schools, and government projects.

Q23: Can I integrate solar energy with my existing grid power?

A: Yes! We provide hybrid solutions that combine solar and PHCN for maximum efficiency.

Booking & Contact

Q24: How do I book an installation?

A: Simply call, WhatsApp, or email us to schedule a consultation.



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Q25: What are your working hours?

A: We operate Monday–Saturday, 8:00 AM – 6:00 PM. Emergency support is available 24/7



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