INTRUDER ALARM FOR BUSINESS SECURITY

WELCOME PACK

ADT *Always There*®

THANK YOU FOR CHOOSING ADT

Thank you for choosing us to help protect your business and employees.

Please take the time to read your Welcome Pack carefully as it contains your installation details, important advice and tips for reducing false alarms and information on the service and maintenance of your system.

We understand that security is an essential investment for your business, keeping your system problem free is vital and there are things you can do to help. Do not compromise your security; always keep your Welcome Pack and other System information in a safe place, ideally this information should be kept in the document box that comes with your equipment.

How to contact us

If you do need to contact us, here are some important numbers to keep at hand, please ensure that you have your contract number available:

Customer Service Centre
0844 800 1999*
Call this number if you need to...

- Request a routine inspection
- Report a fault with your system
- Update your keyholder details
- Request a remote reset of your system

Customer Sales Centre
0800 132 200
Call this number if you need to...

- Add to or upgrade your system
- Have a new ADT system installed
- Enquire about other ADT products and services

Calls to 0844 phone numbers cost 7p per minute, plus your phone company's access charge.

IMPORTANT INFORMATION ABOUT YOUR INSTALLATION

System Information

Agreement / Contract Number:
(please quote this number on all enquiries)   _____

Type of equipment: _____

Security Grade: _____

Signalling Type:
(Audible / Digital Communicator / Mobile /
Dualcom / Redcare Secure / Redcare GSM / IP)   _____

Signalling Grade: _____

Name of the person alarm System handed over to: _____

Name of the engineer handing over System: _____

Date of Handover: _____

NACOSS Certificate number: _____

Local Police telephone number: _____

Date Police advised alarm system is operational: _____

Police Unique Reference Number (URN):   _____

CONTENTS

AVOIDING FALSE AND UNWANTED ALARMS

10 points to remember and consider within your business premises

1. Ensure all users are properly trained in the operation of your System.
2. If Opening/Closing times have been agreed, advise the Customer Service Centre if you plan to open or close outside of these times.
3. Always check that the premises are empty before setting the System.
4. Ensure all doors and windows are securely closed.
5. Ensure that all detection devices are not obstructed.
6. Always enter and leave the premises using the agreed entry and exit routes.
7. Always switch off the System before entering protected areas.
8. Advise ADT if there are alterations to your building or contents that might affect the System.
9. Any activations should be thoroughly investigated and action taken to prevent re-occurrence should a false alarm happen.
10. Ensure that your System is regularly maintained by an ADT Engineer.

Special points to note

Movement Detectors
Great care should be taken when placing stock and/or equipment in the field of movement detectors:
✓ Avoid stacking stock up high in front of a movement detector, as this may reduce the coverage of the detector.
✓ Ensure all stock and/or equipment is stacked in a stable manner.
✓ Strong drafts and currents from air conditioning can cause false alarms with certain types of movement detectors.
Please consult ADT before fitting space heaters or air conditioning units near to movement detectors.

Infra-Red Rays
Ensure that stock and/or equipment is not placed in a position that will obstruct the rays from an Infra-Red detector. Also take care that all stock and/or equipment is stable and secure.

Break Glass Detectors
It is the responsibility of the Authorised Person to advise ADT of the type of glass fitted on the protected premises and to notify ADT in writing should the specification of the glass change after the installation of this type of detector.

RESPONSIBILITIES OF THE AUTHORISED PERSONS AND KEYHOLDERS

It is the duty and responsibility of the authorised person nominated to have overall responsibility for the system to:

1. Appoint and train a minimum of 2 authorised keyholders to operate the System. Nominated keyholders should be contactable and be able to attend the protected premises within 20 minutes following an alarm activation.

2. Ensure that the control panel operating instructions are displayed on or adjacent to the control panel, using the supplied document box.

3. Ensure this Welcome Pack is made available for all keyholders and ADT Engineers use at all times.

4. Provide authorised keyholders with detailed procedures to be followed during opening/closing and testing of the system.

5. Record in the log book pages at the back of this Welcome Pack, details of all alarm calls, emergency or routine service and maintenance visits by ADT Engineers including:

   • Date and time of activation of the alarm System
   • Circuit number activated
   • Remedial action taken

6. Ensure that access to the protected area during the time that the System is set is only via the designated access route.

7. Notify ADT Customer Service Centre well in advance of any variations in agreed opening and closing times when these times are monitored by us.

8. Ensure that authorised keyholders have adequate time to carry out their duties, namely:

   - To verify that premises are clear of all other persons before closing commences
   - To ensure all contact points are securely fastened on doors, windows, fanlights
   - To unset the alarm system before any other person enters the protected area
   - To be satisfied that sufficient time is available to complete the opening and closing procedures

9. Ensure that wear and damage to protected doors and windows, etc. which may affect the operation of the alarm System, is rectified or reported promptly.

10. Ensure that, where movement detectors are installed, the area is kept free of small animals and birds. Particular attention should be paid to eliminate other movements within the protected area, e.g. swinging signs, festive decorations or similar. Walk tests should be carried out as recommended by the alarm installer.

11. Ensure that automatically-controlled electrical equipment (e.g. fans, refrigerators, heaters) in no way effects the performance of the alarm System.

12. Ensure that the stacking level and stability of stock complies with the recommendations of the alarm company in order that movement detectors do not become over sensitive or respond to stock movement. In the event of proposed rearrangement of stock, ADT should be consulted.

13. Ensure that all site plans are kept up to date and stored in the supplied document box. If there are any changes to site layout or the use of parts of the premises, ADT should be consulted.

USING YOUR SYSTEM

Operating Instructions

Your ADT System has been designed to meet the needs of your business.

For full details on how to use your System please refer to your supplied operating instructions.

Setting Your System
When leaving your premises ensure all protected doors/windows are closed before setting your System.
1. Enter your 4-Digit User Code and press button "A".
2. A continuous beeping will begin.
3. The beeping will continue as you leave the premises via the specified exit route.
4. Close the final door.
5. Two long beeps will sound to confirm the System is set.

Unsetting Your System
Unsetting starts as soon as you open a final door or enter a protected zone and activate the System.
1. Enter your premises via the specified entry route.
2. Unset the System by presenting a programmed Keyfob to the Keypad.
3. The beeping tone will stop and the System is now unset.
N.B. *Unsetting also stops the Sounder if the System is triggered but does not interrupt the transmission of the alarm to the Alarm Monitoring Centre.*

System Alarm Activation - What will happen

Your ADT monitored System is triggered and sends an alert signal to our Alarm Monitoring Centre.

We respond fast and check to filter out false alarms*

If the alarm alert is still active after 180 seconds we will contact you or your designated keyholders to bring an alarm activation to your attention.

If an alarm activation is confirmed (2 separate sensors are activated) and if Police response is associated with the contract, we will contact the Emergency Services immediately before contacting designated keyholders.

Audible Warning Device

Internal Sounder

Your System is designed to operate an internal sounder, which will sound inside your property when the System is activated - (unless you requested us to programme your internal sounder not to sound during alarm activations).

External Sounder Alarm

The external siren to your System, will also sound on an alarm activation, (unless you have requested us to programme your siren not to sound during activations). The code of practice on noise requires that an external intruder alarm siren is silenced after fifteen minutes. Our company policy is to comply with at this point, the statutory code, and the strobe light will also cease flashing.

System Control Panel and Electricity Sources

Your ADT Alarm Police Response System is connected to mains electricity. It is extremely dangerous to open the control panel or any power supply units and you should never attempt to do so. Opening of the control panel should only be carried out by an ADT Engineer.

It is your responsibility to ensure that your System is never switched off from its electricity source as it will compromise its functionality.

Standby Batteries

There are standby batteries in the System which are designed to keep the System running for a certain amount of time in the event of a mains power failure. Should an alarm condition occur or the sounders sound during a power failure the battery standby time will be reduced.

* Intruder alarms and line faults are held, pending open/restored signals for 180 seconds as governed by NSI (should an open/restore signal be received during this time, no further action is taken). If the alarm is confirmed (activation of 2 separate sensors) during the 180 seconds period, the alarm will be presented and handled with, immediately with no delay.

YOUR SERVICE AND MAINTENANCE

Quality service to match your needs

Your System has been manufactured and installed to the highest standards. It is designed so that regular checks and maintenance will ensure a long and trouble free life of your System. We carry out daily checks of your System and undertake two Routine Inspections in a 12 month period – one will be a physical visit to site by an Engineer, the second will be a remote inspection.

Daily Checks

Your System is checked every 24 hours by the ADT Alarm Monitoring Centre, ensuring that the System's signalling path is working correctly.

Routine System Inspection

Once in a 12 month period we will write to you to schedule a Routine Inspection, where a Service Engineer will attend your premises to undertake a Routine Inspection and Maintenance of your System. On successful completion of the inspection, the Engineer will provide you with an inspection completion certificate.

Remote Routine Inspection

We will also undertake Remote Routine Inspections of your System where our service experts connect and inspect your System remotely, using technologically advanced ADT Remote Engineering Support Service. You will not be required to be present on site for this inspection to take place. You will receive a confirmation from us once the Remote Routine Inspection has taken place, as well as the outcome of the inspection.

ADT SERVICE AND MAINTENANCE LEVELS

Services	Standard	Standard Plus	Comprehensive
24 hour support from ADT Customer Service Centre	✔	✔	✔
Daily System Checks	✔	✔	✔
Routine Service and Maintenance Inspections	✔	✔	✔
12 month warranty for additionally fitted equipment	✔	✔	✔
Remote System Resets (without the need for an engineer visit)	✔	✔	✔
Service Callout	Chargeable	✔	✔
Replacement of materials due to wear and tear	Chargeable	Chargeable	✔
Remote Engineering Support Service – ADT experts connect to your System remotely to attempt to fix your problem	Chargeable	Chargeable	✔
Inclusive remote technical support 24 hours a day, 365 days a year	Not available	Not available	✔

✔ = Service included in your monthly fee.

To upgrade or change your Service and Maintenace Level, please contact ADT Customer Sales Centre on 0844 800 1999*.

* Calls to 0844 phone numbers cost 7p per minute, plus your phone company's access charge.

APPENDIX 1:

NPCC – **National Police Chiefs' Council (NPCC) Guidelines on Police Response to Security Systems**

Prior to signing your contract, ADT will provide a copy of a letter outlining local Police requirements in line with the guidelines.

The main points are set out below.
The Police in England, Wales and Northern Ireland will only respond to remotely monitored security systems that meet the requirements of the guidelines. These guidelines including Type A – Remote Signalling Systems terminating at recognised Alarm Receiving Centres (ARCs) and Remote Video Response Centres (RVRCs).

The installation and services provided by the installing company and an Alarm Receiving Centre (ARC) shall be certified by a United Kingdom Accreditation Service (UKAS) accredited certification body such as NSI.

The Policy sets out procedures for notifying the Police of the intention to install a security system and application for a Police Unique Reference Number (URN) for your System. Without a URN, alarm activations cannot be passed for Police response. Any variation (i.e. signalling method, change of user etc.) must be communicated to the Police within 14 days. ADT will be pleased to process these requirements for you providing that adequate information is supplied to us by the System owner in good time to enable us to comply.

The Police require that any alarm activations from your System must also be reported to a suitably trained person nominated by you as a keyholder. Keyholders will be contacted following an alarm activation and will be requested to attend the premises to allow access to the emergency services, when appropriate. Any changes to keyholder information should be notified to ADT within 48 hours.

This policy also states that the Police will respond to a security system activation either as a result of a confirmed activation through a remotely monitored security system, or where a person at the scene reports an offence in progress and requests Police attendance. There are two levels of Police response as determined by the NPCC Guidelines:

Level One – Immediate response (subject to priorities). Initially all alarm Systems connected to an Alarm Receiving Centre will receive Level 1 response.

Level Three – Response withdrawn, Keyholder response only. ADT will also be advised not to pass alarm messages to the Police. Keyholders will continue to be informed of activations.

APPENDIX 1 (Cont):

Level Three occurs as a result of three false alarms to the police for intruder alarms or two false alarms from Hold Up Alarms (Personal Attack Button) in a twelve-month rolling period.

Following withdrawal of Police response, Systems will have to wait 3 months free of false calls or have a second form of confirmation installed in order to reinstate Police response.

If for any reason Police response is not re-instated within 6 months, the Police will delete the URN. To reinstate Police response, the Intruder System must be upgraded to conform to the latest PD6662 and BS8243:2010 Standards and an application for a new URN will need to be submitted.

Please note: Level Two – Delayed Response is no longer applied.

To receive Police response for a remotely monitored alarm System, any Systems installed after June 2012 must conform to PD6662 and BS 8243:2010 Standards

Resetting your Alarm System

Under PD6662 and EN50131 Standards, resetting of your alarm System following a confirmed activation can normally only be done by an ADT Service Engineer.
ADT Service Engineers are trained to identify the cause of the alarm and reset the equipment.

Resetting can also be carried out in conjunction with the ADT Alarm Monitoring Centre or ADT Remote Engineering Support through a Remote Reset if the cause of the alarm activation is known. This is to prevent false alarm calls from the System.

False Alarm Definition

A false alarm is an alarm which would normally be passed to the Police and has not resulted from:

1. A criminal act - or attempt at such - on the protected premises, the equipment or the line carrying the alarm signal.
2. Actions by the Emergency Services in the execution of their duty.
3. An alarm emanating from a Hold Up Alarm (Personal Attack Button) made with good intent.

APPENDIX 1 (Cont):

Activation of detectors without apparent damage or entry to the premises and line faults will be considered as a false alarm unless proven otherwise. It is vital that you take measures to prevent false alarms within your premises.

Use of Hold-up Alarms

If your Intruder Alarm System includes a Hold Up Alarm (HUA) device, the signals passed to the Police will differentiate between these and intruder alarm signals.

Police response to HUA Systems will be at LEVEL 1 response until 2 false calls have been received by the Police in a 12 month rolling period; this is 7 false calls in Scotland. If this occurs the HUA System will then go to a LEVEL 3, the URN will then be withdrawn from Police response.

To have Police response reinstated unconfirmed HUA Systems will need to be upgraded to comply with the requirements of BS8243:2010 and incorporate a method of Hold Up Alarm confirmation.

1. Sequential Confirmation: When two or more Hold Up devices have been activated within the 8 hour confirmation time window it will be regarded as sequentially confirmed.
This can be either:-

   a. from two or more HUA devices connected to separate control equipment circuits; or
   b. from a multi action HUA device.

Your HUA device may be operated to summon urgent Police assistance when an intruder enters a previously defined area with the obvious intention of harming and threatening any person within that defined area. These devices should not be used to summon assistance in circumstances other than this. Misuse may result in the withdrawal of Police response.

APPENDIX 2:

Police Scotland – Police Response to Security Systems Policy

Level One – Priority

Level Two – Desirable but dependent on resources

Level Three – No Police response (keyholder attendance required)

After four false alarm calls in a 12-month period, police response is reduced to Level Two. ADT will inform you in writing and the system will remain in Level Two until the alarm has been free of false alarms for three months.

Where a further three false alarm calls occur in the same 12-month period, your system will be placed onto Level Three.

All references to Resetting your Alarm System, False Alarm Definitions and Use of Hold-up Alarms in Appendix 1: NPCC are also relevant for Appendix 2: Police Scotland.

APPENDIX 3:

EN50131 European Standards for Intruder Alarm Systems – Security Grades

One of the most important aspects of the EN 50131 requirements is the concept of a security grade. For each installation the grade of the System will have been identified by the ADT Sales Consultant considering certain risk specific factors:

- Local crime levels
- Premises maximum probable loss
- Premises loss history
- Level of occupancy
- Specific geographical location
- Quality and use of other security precautions (e.g. guards, safes, vaults, locks etc.)
- Construction of the premises

What are Security Grades?

To a large degree the choice of grade is guided by insurance companies, a typical view could be:

Grade 1 – would normally be domestic properties without insurance requirements for an alarm System.

Grade 2 – would be most domestic properties and low to medium risk commercial premises (e.g. Florists).

Grade 3 – would be for high-risk domestic properties and most commercial premises (e.g. Newsagent with cigarette sales).

Grade 4 – would be for extremely high-risk domestic properties and higher risk commercial premises (e.g. Jewellers).

What grade of system does my installation have?

Information relating to the grade of your Security System is noted within the *Important Information About Your System* section.

LOG BOOK

DATE:	TIME:	KEYHOLDER/SYSTEMS OPERATOR:

ENGINEER'S NAME:	WORK CARRIED OUT:

REASON FOR VISIT:

DATE:	TIME:	KEYHOLDER/SYSTEMS OPERATOR:

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ENGINEER'S NAME:	WORK CARRIED OUT:

REASON FOR VISIT:

Intruder detection for your business security.

0800 132 200 or visit www.adt.co.uk

ADT

A Tyco Business