

Key points to remember:

The security system must only be operated by persons who have been correctly trained.

If you are unsure of the correct operational procedures contact your security company.

Before leaving the premises, check that all doors and windows are physically secured and that the secure premises are not occupied.

A walk around the protected area is the only effective way of doing this properly and preventing unnecessary false alarms.

Ensure that detection devices are not obstructed.

In particular be careful that infrared beams and space detectors are not obstructed by stock or other items, e.g. hanging mobiles and helium balloons.

If space detectors are used, do not introduce sources of heat, movement, or sound into the area protected by these detectors.

Inform your security company of any change.

Always follow the entry/exit procedure agreed with your security company.

Don't allow entry through any door other than the one designated. If practical, deadlock or bolt all other doors from the inside before setting the system.

Make switching off the security system your first task on entry.

Do not allow others to enter the protected area whilst you are unsetting the system until all areas have been disarmed.

Check your keys, fobs and other portable methods of setting and / or unsetting.

Ensure that all necessary equipment (e.g. keys, digital key, key fob etc.) required to enter the premises is readily available and that code numbers, where applicable, are known before entry.

How apps are used with a security system.

You may be able to access various functions like set/unset the panel, manage users, receive event messages (alarm set/unset, etc) and review event history.

Be careful not to set the system remotely when people may still be in the premises.

Inform your security company of any alterations to your premises which may affect your security system.

Do not permit people other than your security company to make changes to the security system.

Treat your security system with care.

Wiring and detection devices can be accidentally damaged or moved. Should this occur, inform your security company immediately.

After a false alarm, check the system carefully and, where possible, note the cause of activation.

If the false alarm was caused by a technical fault the system should be checked and reset by the security company technician. Inform the security company technician of the believed cause of the activation immediately on arrival.

Make sure regular maintenance checks are carried out by your security company and that you have their correct contact details and those of your Alarm Receiving Centre (ARC) including any passwords.

Regular maintenance will ensure any faults are fixed so that the system remains reliable.

If the mains electricity supply to your system is disconnected for more than four hours contact your security company.

Prolonged power failure can result in false confirmed alarm activations being sent to the police.

Following the advice above will go a long way towards ensuring that your premises always receive police attendance at the right time.

Remember

False alarms will normally give rise to police response being withdrawn. Such a withdrawal might affect your insurance cover, and in the event of such withdrawal you should immediately consult your insurer.