

**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

Customer Service Centre

01 620 5990

Call this number if you need to...

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

Customer Sales Centre

1850 270 270

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

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: _____

NSI/CerticCS Certificate Number _____

Local Garda telephone number: _____

Date Gardaí advised alarm system is operational: _____

Garda Unique Reference Number (URN): _____

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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 affects 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..

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 Garda 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 Garda 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 23 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 Maintenance Level, please contact ADT Customer Sales Centre on 1850 270 270.

APPENDIX 1:

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:		

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Intruder detection for your business security.

01-6205800 or visit www.adt.ie

For further information on how ADT can help you, contact your local ADT Fire and Security office or phone on 01 620 5888 visit www.adt.ie

Registered office: ADT Fire and Security Limited, ADT House, Unit 9A Beckett Way, Parkwest Business Park, Dublin 12, Republic of Ireland. Registered number 46603

