COMPLETE PEACE OF MIND FOR YOU AND YOUR FAMILY

SMART HOME

WELCOME PACK

ADT Home Protection.
Complete Peace of Mind for you and your family.

01 620 5800 or visit www.adt.ie

ADT

A Tyco Business

ADT *Always There®*

THANK YOU FOR CHOOSING ADT

You now have your new ADT Home Alarm System installed and connected to the ADT Alarm Monitoring Centre. With ADT, we are protecting you, your loved ones and your home, 24 hours a day, 365 days a year.

Your System combines advanced technology with proven durability, and is backed with the most comprehensive support service in Ireland. Because your System can be jeopardised by lack of care, we offer 24/7 service to help you look after your System.

This Welcome Pack explains more about your ADT Home Alarm System and provides some important pointers on how to make the most of your System while ensuring it remains problem free. Stay vigilant not to compromise your security and safety, always keep your Keyfobs, System Verification Code, Welcome Pack and any other ADT Home Alarm System related information in a safe place.

Your Account Number:

_____

Service Telephone Number:
01 620 5990

CONTENTS

HOW TO CONTACT US

We are always happy to assist you if you have any questions or queries, or should you need our support when using your System. Our key contact phone numbers are listed below. To help us deal with your call quickly and efficiently, please have your ADT Account Number ready when you contact us.

Customer Service Centre
01 620 5990

For all queries regarding:

- Your System functionality
- Requesting a routine inspection
- Reporting a System fault
- Requesting a remote reset
- Updating Keyholder information
- Using ADT *Smart Home*

Payment by Direct Debit
01 620 5873

Contact us if you have any queries regarding your existing Direct Debit or wish to set up a Direct Debit with ADT.

Customer Sales Centre
1850 270 270

Our Customer Sales team is ready to discuss your requirements - whether you are looking to add more devices to your existing ADT Home Alarm system or want to discuss how to further enhance your security and safety additional devices for your ADT Alarm or should you wish to discuss further enhancement to your ADT Home Alarm.

More Information
For more information about ADT, frequently asked questions, and to download your ADT Alarm System User Guide, visit us online **www.adt.ie/welcome.**

YOUR MONITORING

ADT Alarm Garda Response

- Tailor-made home protection to suit your needs
- 24/7 monitoring
- In case of an emergency we will contact you, if necessary your Keyholders, and if needed, the Gardaí
- ADT can contact the Gardaí in emergencies only if your System is registered with the Gardaí. ADT would have received a Unique Reference Number (URN) Certificate from the Garda Siochana to confirm this
- NSI/CerticCS accredited
- Systems enhanced with a **Hold Up Alarm:** if you activate the Hold Up Alarm, we will respond immediately by contacting the Gardaí

Additional Detection Solutions Monitoring

Smoke Detection Monitoring
For all ADT Home Alarm Systems that have been enhanced with smoke detection:

- 24/7 monitoring
- In case of an emergency we will contact you, if necessary your Keyholders, and if needed, Fire Service

Additional Life and Home Safety Monitoring
Your ADT Home Alarm System could include one of the following detection options:

- Carbon Monoxide Gas Detection
- Natural Gas Detection
- Flood Detection
- Temperature Detection

If your System features one of these detection options, the monitoring provided includes:

- 24/7 monitoring
- In case of a detection alert, ADT will contact you and your Keyholders to make you aware of the alarm alert

SMART HOME

In addition to all the great monitoring options that come with our Garda response systems you can also take advantage of:

- Latest in alarm security technology incorporating smart home automation, so you can stay connected with your home from anywhere
- Access to the ADT *Smart Home* App and Web Portal via your smart phone, tablet or PC
- Receive immediate notifications of an alarm activation or when movement is detected on the outside of your property by your Outdoor Motion Detection devices
- View live footage and recordings from your Outdoor and Indoor WiFi Cameras and see images from your Indoor Motion Camera to see who is arriving and unsetting the alarm

YOUR SERVICE AND MAINTENANCE

24-hour technical support and regular maintenance ensures your ADT Home Alarm System will continue to offer a trouble-free service for years to come.

Without effective Service and Maintenance even the best equipment will deteriorate, and without rapid response a minor fault could cause a major problem. System Service and Maintenance is carried out by both Service Engineers and technical remote diagnostics of your System.

Routine Inspections for your System

All Systems need regular inspections to keep them in good working order and spot any potential problems early, avoiding future System issues or false alarms.

At ADT we undertake three types of regular routine inspections to maintain your System: Daily Checks, Routine Inspections carried out by Service Engineers and Remote Routine Inspections.

Daily Checks

Your System is checked every 23 hours by the ADT Customer Service Centre, ensuring that the System's signalling path is working correctly. Each day your System sends our Customer Service Centre a signal to confirm that the signalling path is working.

Routine System Inspection

We write to you to inform you when your Routine Inspection with a Service Engineer is due. You will be invited to contact us to arrange a time and date for your Inspection that is the most convenient to you. Routine Inspections usually take place Monday to Friday between 8:30am and 5:00pm.

One of our Service Engineers attends your property to undertake the Routine Inspection and Maintenance of your System. On the successful completion of the Inspection, the Service Engineer will provide you with a Routine Inspection Completion Certificate.

Remote Routine Inspection

We undertake Remote Routine Inspections of your System where our service experts connect and inspect your System remotely, using the technologically advanced ADT Remote Engineering Support Service. You will not be required to be at home for this Inspection as an Engineer will not need to visit your premises. 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

ADT offers three levels of Service and Maintenance – Standard, Standard Plus and Comprehensive. Your ADT Agreement indicates which level applies to your System.

What is Included in your Service & Maintenance?

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 Engineer 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	✓
Carbon Monoxide Gas Detectors replacement when expired	Chargeable	Chargeable	✓

✓ = Service included in your monthly fee.

To upgrade or change your Service and Maintenance Level, contact ADT Customer Sales Centre on 1850 270 270.

ENSURING YOUR SYSTEM WORKS

Your System is designed to be easy to use and problem-free. It is important to ensure that nothing interferes with its ability to protect you, your loved ones and your home.

Test your ADT Home Alarm System
You should check the System and the areas covered by the Movement Detectors on a regular basis (at least every three months), by means of a 'walk-in' test.

Don't compromise your Movement Detectors
The positioning of your furniture needs to be considered prior to the installation and during the life of the System to allow for the Movements Detectors to function properly. You should avoid placing large pieces of furniture or other items in front of, or close to, Movement Detectors to ensure their detection function is not compromised.

Pet Tolerant Movement Detection
All Movement Detectors are considered as pet tolerant. Your pets can move freely around your property providing that:

- they cannot climb/jump/fly in front of the Movement Detectors, within 1.8 meters,
- and they do not have a combined weight of 36kg or over. The combined weight limit for Pet Tolerant Dual Technology Movement Detectors is 36kg.

Should your pets fall outside the criteria, ADT advises to always keep your pets in rooms/ areas without Movement Detectors when the System is set to avoid false alarms.

System Log Book
At the end of this Welcome Pack you will find the Log Book pages where ADT Engineers log details of all alarm activations, Routine Inspections and emergency service visits.

Notify ADT Customer Service Centre immediately on 01 620 5990 if you are aware of any System problems or malfunction.

FIXING THE PROBLEM

Remote Engineering Support Service
We have invested years of technical development and resources to offer ADT Remote Engineering Support Service to our customers. This Service enables an interactive link between your System and our Customer Service Centre with 24-hour technical help desk support.

70% of all System problems received by our team are now dealt with over the telephone. The Remote Engineering Support Service removes the need for you to wait at home for an Engineer to attend your premises to fix the problem. And if a Service Engineer visit is needed, we can often save time and expense by pinpointing the fault before the Engineer arrives.

For all service queries, contact ADT Customer Service Centre on 01 620 5990.

EVERYDAY USE OF YOUR ADT HOME ALARM SYSTEM

Your ADT Home Alarm System has been designed around your home and your safety needs.

Quick Consumer Reference Guide

ADT Home Alarm Quick Reference guides provide useful information on how to use your ADT Home Alarm System, along with helpful hints and tips. Download your User Guide from our website - www.adt.ie/welcome.

System Alarm Activation - what will happen

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

2. We respond fast and check to filter out false alarms.*

3. If the alarm alert is still activate after 120 seconds we will contact you. You will be required to enter your Verification Code into your phone or provide your password so we can identify you as the owner of the System and property. (Note: You will have three opportunities to enter your Verification Code correctly).

4. If the owner verification attempt is unsuccessful we will contact your Keyholders or the Emergency Services (depending on the type of monitored response you have purchased) to action the alert.**

Audible Warning Device

Internal Sounder

Your System has an internal sounder, either as part of the alarm panel or as a separate device. The internal sounder is designed to sound inside your property when the System is activated, unless you have requested otherwise. The External Decoy Siren Box on the exterior of your property will not sound, this device is designed to act as a visual deterrent only.

External Sounder Siren

If an External Sounder Siren has been added to your System this siren will sound outside of your property when the System is activated, unless you have requested otherwise. The Code of Practice on Noise dictates that an external intruder alarm siren should be silenced after 15 minutes. ADT's policy is to comply with this statutory code, the strobe light on the External Sounder Siren will also cease flashing.

System Control Panel and Electricity Source

Your System Control Panel requires electricity for the Home Alarm System to function.

ADT Alarm Garda Response 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 ADT Engineers.

Standby batteries

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

For questions about Alarm activations or to report problems with your System, call ADT Customer Service Centre on 01 620 5990.

* Intruder alarm and line faults are held, pending open/restored signals for 120 seconds as governed by NSI (should an open/restore signal be received no further action is taken).

** 90% of signals are actioned within 60 seconds of being presented to an alarm handler. 10% higher than industry standards.

KEYHOLDERS: WHAT THEY DO?

If you are not at home and your System is activated, one of your nominated Keyholders will be contacted by our Customer Monitoring Centre to inform them of the Alarm activation.

Your nominated Keyholder will also be told the type of alarm (Intruder, Smoke, Personal Assistance, etc) and whether ADT has called the Emergency Services (The Gardaí or Fire Service). They may be required to go to the property as soon as possible and bring the house keys along.

If the Emergency Services have been called, your nominated Keyholder will need to wait for them to arrive at the property. The Keyholder should not put themselves at risk or enter the property if the Emergency Services are attending, until they are told it is safe to do so.

Before leaving the property, the System will need to be reset. If the Gardaí have been called, the resetting can only be done by telephoning ADT Customer Service Centre requesting a Remote Reset. The Keyholder should also contact the homeowner to let them know about the Alarm activation. If the System has been tampered with, the Keyholder may need to call ADT Customer Service Centre to arrange an Engineer visit.

Why are Keyholders needed?

In an emergency situation, well-trained Keyholders are essential and the faster we can contact them, the better. All Keyholders need to be aware of how to assist the Emergency Services to gain entry to the property without putting themselves in harm's way.

Keyholders should be trained how to use the System, have access to the relevant parts of the premises and be able to attend the property at all hours.

ADT Systems with Garda Response – Garda policy requires anyone with a monitored alarm with Garda Response must provide the names, addresses and contact details of at least two people, who live within 20 minutes travelling time of the alarmed property, to act as Keyholders.

What does the Keyholder need to know?

Your nominated Keyholders will need to know:

- The correct entry/exit route
- How to unlock the property
- Where the System Panel, Keypad and Keyfob Reader are located
- How to set and unset the System
- The System Code. This can be their own code if it is easier to remember
- The Verification Code (4-digit PIN) to identify them when in the property
- How to contact the homeowner
- Where the Welcome Pack is kept
- How to reset the System
- How to lock up again
- The telephone number of the ADT Customer Service Centre: 01 620 5990

If the Keyholder is called out to a false alarm, the System can be reset as normal, providing the cause is identified as a user error (for example open window or blowing curtains). See the Quick Consumer Reference Guide for details on how to reset the System.

Additional Keyfobs / System PIN Codes

A master User Code/Keyfob is programmed into the System at the time of installation, but it is possible to have additional User Codes/Keyfobs for different users. Each Keyholder is automatically allocated a Verification Code used by ADT for identification purposes.

To purchase additional Keyfobs, contact ADT Customer Sales Centre on 1850 270 270.

Contact ADT Customer Service Centre on 01 620 5990 to:

- Programme additional Keyfobs
- Change your Verification Code
- Help your Keyholders to use the system

DEALING WITH FALSE ALARMS

If you experience a false alarm, don't panic. Unset the System using your User Code or Keyfob to cancel the alarm. The ADT Alarm Monitoring Centre may contact you if you have not cancelled the alarm in set time, so be prepared to give your Password or Verification Code.

Responding to your new ADT Home Alarm System

ADT Alarm Garda Response
The Garda will respond to an alarm activation from a newly installed System only once a Unique Reference Number (URN) for the System has been issued. ADT requests the URN on your behalf and receives the URN Certificate from an Garda Siochana. As soon as the URN has been issued, ADT is authorised to call for Garda assistance in case of an emergency.

Always be careful not to misuse your System. Frequent misuse and false alarms from your System could lead to withdrawal of the Garda response to your Alarm, which will decrease your home safety and might effect your insurance cover, this applies to Intruder Alarms and Hold Up Alarms (where applicable). Appendix 1 (page 22) outlines the details of the latest Garda policies.

Remote Reset

A Remote Reset enables our Customer Service Centre to connect to and reset your System remotely, saving you the possible expense of an Engineer attending your property.

In the event of an excessive number of false alarms caused by you or other users, a Service Engineer will have to visit your property to investigate the reasons for the false alarms. This service may be chargeable.

Preventing false alarms

- Make sure your System is only operated by people who have been properly trained.
- Check your Movement Detectors are not obstructed.
- Close and lock all doors and windows before setting the System.
- Do not allow sources of heat or sound, moving objects or animals in the range of your Movement Detectors.
- Know the specified entry/exit route and keep to it when setting and unsetting your System. Do not enter protected areas until the System has been unset.
- Report all accidental damage of the System to our Customer Service Centre.
- Do not set the System after a false alarm activation until the fault has been identified.

Need more help? Contact ADT Customer Service Centre on 01 620 5990.

OFFERING MORE WAYS TO PROTECT YOUR HOME

You can enhance your System with more easy-to-use ADT Home Alarm Solutions for Complete Peace of Mind, 24 hours a day, 7 days a week, 365 days a year.

ADT SMART HOME

ADT *Smart Home* offers the latest in alarm security technology incorporating smart home automation to keep you connected with your home, from anywhere.

ADT Control; allows you to remotely set and unset your alarm via the *Smart Home* App or Web Portal. Set up schedules and scenarios and receive alerts via email when these schedules and scenarios are activated and connect to and view your alarm system for more flexibility & reassurance.

ADT Automate; gives you the ability to remotely turn lights on and off using a plug-in wireless module, via the App or Web Portal and set up schedules for lights to come on at certain times of the day.

ADT Outdoor Motion Detection and Outdoor View; alerts you to movement on the perimeter of your property and activates your camera to start recording so you can view the images on the App or web portal. Alternatively, log into your Outdoor View camera to view live footage from the outside of your home anytime, anywhere.

ADT Indoor Video Cameras – View; you can remotely view your home via live video and also record video footage upon a defined security or safety event and access this footage via the App or Web Portal. Helping you keep constantly connected to your home.

ADT Indoor Motion Cameras – Latchkey User; enables you to receive alerts when the camera is activated and you can view images of your home to see who is coming or going such as your child home from school, dog walker, elderly parent.

ENHANCING YOUR SAFETY & SECURITY

Personal Alarm Protection
ADT Alarm Garda Response System offers additional protection if a Hold Up Alarm (HUA) is added to your System. On receiving an alarm signal from your HUA, we will contact the Gardaí to alert them to your emergency.

ADT Monitored Smoke Detection
ADT Systems are regularly maintained and the Smoke Detectors batteries are checked routinely to ensure the System works in the event of an emergency. The Smoke Detectors are designed to work even when the System is not set.

ADT Monitored Life Safety Detection
Improperly installed, maintained or incorrectly used gas appliances could dramatically increase our risk of poisonous gas exposure. To monitor increased levels of poisonous gases in your home, ADT recommends extending your home safety with monitored carbon monoxide gas detection and natural gas detection solutions.

ADT CCTV
CCTV Systems provide a higher level of security and act as an important visual deterrent in its own right to both intruders and trespassers. Our solutions are designed specifically for your home and are suitable for surveillance inside or outside your home.

ADT Video Door Entry
Video Door Entry Systems provide reliable solutions allowing you to view and speak to visitors and to have control over their access to your home or property. They can be fitted to various entry points to your property including your front door or entrance gate.

External Decoy Siren Box
ADT's yellow bell box is a visible crime deterrent. It warns potential intruders that your home is protected with ADT Monitored Home Alarm.

ADDITIONAL EQUIPMENT

If you've carried out home improvements, your circumstances have changed or you simply wish to protect additional areas of your home - inside or outside, adding products and security solutions is easy. You can enhance your System by adding products such as Smoke Detectors, Movement Detectors and Keyfobs, or increase your protection with a CCTV system.

PROTECTING BUSINESSES AND LIVELIHOODS

ADT offers a wide range of fire detection and security solutions – including intruder, CCTV and access control, protecting businesses 24/7/365. If you have a business that you wish to protect, visit **www.adt.ie/business** to find out more.

To find out more, call ADT Customer Sales Centre on 1850 270 270 today.

APPENDIX 1:

Garda Response

*Applies to ADT Intruder Alarm Systems with **Garda Response Only**.*

From August 2015 Garda response to Alarm Systems will be as follows:
Level 1 – Immediate. Initially all alarms Systems connected to an Alarm Monitoring Centre will receive Level 1 response. After 3 false alarms in a rolling 12-month period, Level 3 response is imposed and the Gardaí and/or ADT will inform you in writing.

Level 3 – No Garda attendance, Keyholder response only. ADT will also be advised not to pass alarm messages to the Gardaí. Keyholders will continue to be informed of activations.

Following withdrawal of response, you will have to wait 3 months free of false calls or have a second form of confirmation added to your System in order to reinstate Garda Response. If for any reason Garda Response is not re-instated within 6 months, the Gardaí will delete the URN. To re-instate the Garda Response, the Intruder System must be upgraded to conform to the latest relevant Intruder Alarm System standards and an application for a new URN needs to be submitted.

Resetting your Alarm System
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 Alarm Monitoring Centre or ADT Remote Engineering Support. This is to prevent repeated false alarm calls from a faulty alarm happening without a technician checking out the System.

False Alarm Definition
A false alarm is an alarm which would normally be passed to the Gardaí and has not resulted from:

1. A criminal act, or attempt at such, on the protected premises, the alarm 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 (e.g. Personal Attack Button) made with good intent.

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 in your home.

Use of Hold Up Alarm
If your Intruder Alarm System includes Hold Up Alarm (HUA) device, the signals passed to the Garda will differentiate between these and intruder alarm signals. After 2 false alarms in a rolling 12-month period, the HUA will be withdrawn from Garda response. To have Garda response re-instated your System would need to be upgraded to BS8243:2010 standard or later.

A Hold Up Alarm may be operated to summon urgent Garda assistance when an intruder enters your home and you are attacked or feel threatened at home. These devices may not be used to summon assistance in circumstances other than this. Misuse may result in the withdrawal of Garda response. For more information visit www.adt.ie.

You now need to apply for a Unique Reference Number for your Hold Up Alarm device, separate from the Intruder Alarm System.

For further details on ADT Remote Engineering Support reset service, please contact ADT Customer Service Centre on 01 620 5990.

APPENDIX 2:

Your Telephone Line

*Applies to Systems connected to ADT Alarm Monitoring Centre via a **telephone landline only.***

Your System provides your home with 24-hour remote monitoring from our Alarm Monitoring Centre, where trained staff are ready to act when an emergency signal is received. This connection relies on your telephone line.

We recommend that your telephone line is concealed where it enters your property, or enters at a high level to reduce the possibility of being tampered with. You should contact your telephone service provider if your telephone line does not meet this requirement.

A fault with the line itself or any equipment such as an answering machine may affect your System's performance. If you do experience a fault, you should have this corrected immediately – you may wish to make alternative short term arrangements to protect your property. If we are called out as a result of a telephone line fault, we may charge you for the visit.

You must contact us on 01 620 5990 if the telephone number for the System is to be diverted at any time, or if any additional equipment or services are to be added to that line. This will enable us to confirm if they will affect the operation of the System.

Adding additional services to the telephone line may affect the ability of your System to communicate with our Alarm Monitoring Centre.

Such services include:

- Call barring
- Ring back
- Call minder
- Incoming calls only
- Call diversion
- BT Home Highway
- Broadband or ADSL

For more information call ADT Customer Sales Centre on 1850 270 270

APPENDIX 3:

About ADT Smart Home

ADT *Smart Home* provides you with the convenience of home security control from your smart phone, tablet or PC, to enable you to control your alarm system remotely, view live video, record footage and automate your lighting. This is all provided without diminishing the reliability and performance of the security alarm panel.

The alarm panel relies on various sensors (motion sensors, door or window contact sensors, etc) to detect unsolicited intrusions or safety hazards. These sensors can be connected wirelessly to the alarm panel. The ADT *Smart Home* provides additional devices for managing home automation elements, such as wireless plug-in modules and Internal Video and Motion cameras. It also provides new ways to set and unset your alarm. It is now possible to perform these functions using a PC or a smart device, via wi-fi or mobile connection providing you with control wherever you may be, either at home or away.

A registered account is necessary to manage ADT *Smart Home*, its paired accessories, and the associated services. ADT *Smart Home* can be controlled remotely via a mobile App or Web Portal interface. As a result, ADT *Smart Home* services requires broadband connection to work, should your broadband be switched off, not working or does not meet the required minimum speed, you will not be able to connect to ADT *Smart Home* services; your Alarm System will still be fully functional. User accounts are secured using state of the art security technologies to ensure that your privacy is well protected and to ensure that only the legitimate users can access the App and Web Portal.

For ADT *Smart Home* to work, you need:

- A broadband connection with a minimum broadband speed of 1Mb/s
- 1 free open port on the router/hub
- 1 free live electric socket
- A computer, tablet or smart phone (IOS or Android not Windows based) with access to the internet.

For more information on ADT *Smart Home* and how to use the system visit www.adt.ie/smart-home

LOG BOOK

DATE:	TIME:	KEYHOLDER / SYSTEMS OPERATOR:

ENGINEER'S NAME:	WORK CARRIED OUT:

REASON FOR VISIT:

DATE:	TIME:	KEYHOLDER / SYSTEMS OPERATOR:

ENGINEER'S NAME:	WORK CARRIED OUT:

REASON FOR VISIT:

DATE:	TIME:	KEYHOLDER / SYSTEMS OPERATOR:

ENGINEER'S NAME:	WORK CARRIED OUT:

REASON FOR VISIT:

LOG BOOK

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ADT HOME ALARM SYSTEM USER GUIDES

ADT Home Alarm user guides provide useful information on how to use your Alarm System, along with helpful hints and tips.

Download your User Guide from our website www.adt.ie/welcome