

## After Care Service

### Annual Routine Maintenance Inspection

All Harris Security Installations Intruder alarms and CCTV installs are designed to comply with EN50131 and the requirements of the Private Security Authority (The PSA).

It may be a requirement of your insurance policy that your system is covered by a routine maintenance contract, for which you may be eligible for a discount on your contents insurance. Depending on your requirements, we offer a number of contract options:

#### 1 maintenance visit a year:

Systems without remote signalling (bells only) require just one visit. (Grade 1)

#### 2 maintenance visits a year:

If your system is connected to the Alarm Receiving Centre (ARC) for Gardai response, it is a Garda and NSAI requirement that the system must be subject to two inspection visits per annum. (One can be remote providing the system is not Grade 3).

#### What is involved in your maintenance inspection?:

Calls are pre-booked by our Harris Engineers to give clients the opportunity to meet the Engineer on site and express any concerns they might have.

During the maintenance visit, the intruder alarm is tested to ensure that it is functioning correctly. Any developing fault found would be rectified accordingly at no charge other than for replacement components which are outside the 12 month guarantee period. Our emergency service department is available 24 hours a day with attendance within 4 hours if required.

#### Automatic Remote Maintenance (ARM)

Using ARM Harris Security Installations can verify that your entire security system is fully functional providing complete peace of mind in your security arrangements.

You can choose one of your two annual inspections to be carried out using ARM. This option is operated in accordance with DD263:2010.

#### Secure and Convenient

ARM enhances your security by constantly checking on the electrical status and functional capability of the alarm system.

#### Formal reporting

At a preset time, the control panel will call the host server and upload a full report on the status of your system. This report may be printed and copied to you, if required. Regular reporting by your alarm system to Harris Security Installations takes the inconvenience out of service visits, and ensures the system is always operating at its peak performance level.

#### Full Signalling and Warning Analysis

The correct operation of signalling equipment to the Alarm Receiving Centre is reassured along with a full test of the external sounders, initiated by the user.

## Latest Technology

ARM software is compliant with EN 50131-1:2010 PD 6662/ BS 8243:2010 the current Police/Gardai and European requirements on false alarm reduction and system design.

## Detector performance analysis

All detectors are regularly checked to ensure your complete protection. Regular reminders to walk-test the system are given, which includes an automated system health check.

## Monitoring Options

Harris Security Installations provides 24 hour monitoring for all types of alarm systems through our own Alarm Receiving Centre (ARC) Harris Alarm Control24. We monitor systems including Intruder alarms, Fire Alarms, CCTV, Videofied, Panic, Freezer, Medical, Power Failure, Vaults, Open and Close Management, Machinery monitoring, Controlled Environment Monitoring.

You can choose your own level of response:

### 1) Fully Monitored System with keyholder and 24 hour Gardai response:

If your alarm system is activated and a confirmed signal is received by our ARC (subject to the response level), the Gardai will be automatically notified and will respond. A confirmed signal means that the system must generate two independent alarm activations before the call can be passed on for a Garda Emergency Response. Our ARC controllers will contact the premises to verify the activation. If the private passcode/password for the premises cannot be confirmed within a set time, the Garda response will be confirmed to continue. The ARC will also contact keyholders nominated by the client to advise of an alarm

### 2) Keyholder Response only:

Clients who do not require Garda response but would like the added security of either themselves or their nominated keyholders being contacted following an alarm activation.

If you are unable to provide private keyholders, Harris Security Installations can undertake this service through their own professional keyholding company @ Ktech Security. Our team of keyholders are available 24 hours a day, 365 days a year and are ready to respond to any emergency situation.

### 3) Keyholder Response with PAB to Police:

Clients who do not want their system fully connected to the Police but who want the extra peace of mind of being able to reach the Police in an absolute emergency can opt to have just their Panic Button connected for a Police response - this option is only available through a Digital Communicator connection. (Note: Harris Security Installations can also provide 'bells only systems' with a Panic Button only to the Police, subject to a telephone line being connected).



# INFORMATION RELATING TO THE DESIGN AND INSTALLATION OF YOUR INTRUDER ALARM SYSTEM

In an effort to reduce the number of wasted Gardai visits to sites following false alarms, An Garda Síochána have introduced certain design and operational requirements in order to help relieve Gardai resources.

In brief, these requirements cover three separate aspects of the intruder alarm, which are as follows:-

## Alarm Unsetting

Statistics suggest that 94% of Garda visits to site are generated by incorrect operation of the alarm keypad. In order to combat this problem if a 'unset' signal reaches the ARC monitoring centre within 30 seconds of the activation it will be assumed as a mistake or delayed code enter. Therefore they will not contact the Gardai or the nominated keyholders

## Confirmed Alarm Signals

Since the introduction of the An Garda Síochána 2008 Policy all new intruder alarm systems connected to the ARC must be designed to provide a confirmed alarm signal before the Gardai will respond.

This means that the system must generate two independent alarm activations before the call can be passed to the Gardai as a confirmed alarm. Harris Security Installations achieve a confirmed alarm signal by using a sequential format i.e. two devices activating in sequence. Eg a window/door Sensor followed by a PIR/Beam activation. The ARC will still contact the nominated keyholders listed but a confirmed signal is required for Gardai response.

## Panic Alarm Signals

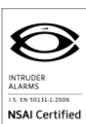
Gardai will be informed immediately to attend. Listed keyholders will be bypassed and Gardai will attend on the assumption that an offence is taking place.

## No Police attendance.

Following two false Hold up / Panic Alarms or three false confirmed Intruder Alarms within a 12 month period, the occupier will be advised by the Gardai that the system will have response withdrawn to this particular signal (Hold up / Panic or Intruder Alarm). Response will be reinstated once the following conditions have been met.

The Gardai will require a written application from Harris Security Installations Alarms supported by evidence that the system has been free of false alarms for three (3) months, and the cause of the false alarms has been rectified. (RC1C)

As an alternative to the lack of Garda response and subject to approval by insurers, it is possible to employ a professional keyholding company in the event of alarm activations and in the absence of Gardai attendance. For further details please contact us and we will get our Keyholding Office to contact you as they can offer a guaranteed response with the added peace of mind that whatever the circumstances on site, their Keyholding manager will co-ordinate matters and ensure the continued security of the premises.



**Members of the PSA: Licence number 00397**

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