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Harris Security Installations (PSA 08273) Monitoring service offers 24 hour monitoring of the Intruder Alarm System through Harris Alarm Control 24 (PSA 01843).

Harris Alarm Control 24 has a dedicated number – 01 2923723, answered 24 hour by our professional security monitoring team. Rather than just making a noise, If the alarm is triggered, our Monitoring staff will take action immediately. Our staff are fully trained and waiting to assist 365 days a year providing you with additional security and peace of mind because it ensures immediate action is taken when the alarm is activated. They can be instructed to call multiple contacts/keyholders and, in the event of a multi zone or panic alarm, they will also contact the necessary emergency services.

What events can be monitored?

Harris Alarm Control 24 can provide monitoring for a wide range of events including:

- Burglary/Intruder Detection – When unauthorised access is detected.
- Fire Alarm - - the Fire alarm can be connected to the Intruder alarm system by a Dedicated Fire zone.
- Duress/Medical Activation – Activated from a fixed button, a pendant being worn by you or a loved one, or from the code pad.
- Smoke/Fire Detection – Activated by smoke/fire when smoke detectors are linked to your Intruder alarm system.



How does the monitoring process work?

- If the intruder alarm system is activated, the monitoring station is notified and will respond to the alarm as instructed.
- The monitoring station can identify the location of the alarm activation and determine if there are multiple activations.
- If one sensor is activated the monitoring station will contact you or your nominated contact person/s (progressively working their way through your list of nominated contacts) to advise you of the situation.
- If the alarm detects multiple activations the monitoring station will immediately notify the appropriate emergency service and you or your nominated contact person/s.

What if I just want to test my Intruder Alarm System?

By calling the monitoring station in advance on 01 2923723 and requesting that they put your system into a "test" mode, you can activate the system and then test any feature. The representatives in the monitoring Station will be happy to inform you about the signal they received and where it came from. (Stickers with this dedicated phone number will be provided to all shops)



What if I want to change my listed keyholders?

- You can change your nominated keyholders as often as required however we do ask that you send your request in via email - -just so we can log the time and date and who requested the update. Email to paul@harris.ie



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What if I accidentally set off my alarm system?

The Alarm monitoring Center will call you immediately upon receiving any signal. When you answer the phone, they will identify themselves and ask you to do the same. They will not dispatch the police to your home if you simply tell them your secret Password/ Code which is set up by you when the Alarm is originally connected to the Monitoring Station.

What if I am currently under an alarm-monitoring contract?

If you have an existing monitoring agreement with another provider, you may have to wait until it expires. As soon as you are invoiced by the old monitoring company call Harris Security Installations Immediately and we will organize the changeover. We do not hold customer down to a contract. We trust that they will receive a satisfactory service and that is enough for us to keep our customer base.

What communication technology is required?

We can provide Monitoring for all types of Intruder Alarm system, Fire Alarm systems, CCTV systems, etc. We have several options for our customers to communicate with the monitoring station such as GSM, GPRS, 3G, I.P, Mesh Radio and PSTN.

Why use Harris Security Installations monitoring service Harris Alarm Control 24?

- Local based monitoring service – no calls outsourced after hours
- Immediate action to your alarm being triggered.
- Access to emergency services – Garda, fire or ambulance, via monitoring station.
- Ability to monitor smoke detectors, providing further peace of mind.
- Usually customers get a discount on their insurance when they are monitored.
- Numerous report options available eg Open & Close reports or standard activation reports.
- No fixed Contracts and a guarantee of no fee increase for at least the first 3 years.

As part of our standard monitoring service you can also receive a report upon each activation - this can be submitted on a daily/weekly basis or per event. Choice is yours -See sample reports below.

This report will include all Fire Alarm tests that are connected through the Intruder Alarm system to Harris Alarm Control 24. However please note that staff will have to perform a 'live' test as in set the bells off with the BGU or directly from the Panel. If staff press the 'evacuate' button the signal will not trip the Digi and therefore not go through to the monitoring station. This is a Manufactory setting and cannot be altered. It is just something for you to be aware if you are checking the reports for tests done.

Any faults or false alarms will also be highlighted in the report allowing you to investigate immediately with your relevant maintainer. Open/Close reports are also available upon request as we don't send these out as standard. These reports will provide you with the details of the shop first opening and closing and will highlight any unusual access.

We understand that some shops currently have different contract dates and commitments which we can work around to best suit you and your budget timing to either bring them all in together or spread them out throughout each quarter.

Harris Security does not believe in holding customers to a contract. We firmly believe the value and service we offer speaks for itself.



REPORT EXAMPLES

Intruder Report

XXXXXXXXX CRECHE (v) XXXX
61 LOWER XXX ROAD Phone:
XXX0000
XXXXXXXXXXXXX
DUBLIN 14

Date and Time, Zone and Restore Time

Event ,Actions Taken, Completion Time and Operator

02/02/2019 19:05:22 8 02/02 19:26 **Intruder**
02/02/2019 19:05:22 Intruder A:1 Z:Pir cabin(8)
02/02/2019 19:07:08 Actioned K1 ANXXXX XXXXXXXXX(Contact Answered) JL
02/02/2019 19:07:28 KH1 ADVISED AND WILL ATTEND JL
02/02/2019 19:07:46 KH1 JL
02/02/2019 19:07:46 Operator Closed (Opr) JL
Tue 02/02/2019 19:05:25 8 Intruder
02/02/2019 19:42:42 8 02/02 19:51 Intruder K1 02/02/2019 19:46:40
02/02/2019 19:42:42 Intruder A:1 Z:Pir cabin(8)
02/02/2019 19:44:18 Actioned K1 ANXXXX XXXXXXXXX(Contact Answered) JL
02/02/2019 19:45:19 KH1 ADVISED AND WILL CHECK IT OUT . WILL RING HARRIS TO INHIBIT ZONE JL
02/02/2019 19:46:40 KH1 ADVISED JL
02/02/2019 19:46:40 Operator Closed (Opr) JL

Fire Report

MR RAYMOND XXXX (v) 0X0X
12 XXXXXXXX PARK Phone: XXXXXXXX
SANXXXXXX
DUBLIN X

Date and Time, Zone and Restore Time

Event ,Actions Taken, Completion Time and Operator

04/07/2009 13:21:07 8 04/07 13:21 **Fire**
04/07/2009 13:21:07 Fire A:1 Z:smoke detecto(8)
04/07/2009 13:23:58 Actioned S1 Site(Contact Answered) BW
04/07/2009 13:24:05 ACCIDENTAL ALARM CORRECT CODE QUOTED BW
04/07/2009 13:24:14 ACCIDENTAL ALARM CORRECT CODE QUOTED BW
04/07/2009 13:24:14 Operator Closed (Opr) BW

Panic Report

XXXXXX PHARMACY (v) XXXX
MAIN STREET Phone: 45XXXXXX
SAXXXXX
CO DUBLIN

Date and Time, Zone and Restore Time

Event ,Actions Taken, Completion Time and Operator

11/12/2009 09:32:46 4 11/12 10:36 **Personal Attack**



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11/12/2009 09:32:46 Personal Attack A:1 Z:panic buttons(4)
11/12/2009 09:33:44 Actioned P1 HARCOURT SQUARE GARDA(Contact Answered) JL
11/12/2009 09:33:55 Pol Ref: garda advised JL
11/12/2009 09:33:59 Alarm Suspended Until 10:03 on 11 December, 2009 JL
11/12/2009 10:05:18 Actioned S1 Site(Contact Answered) JL
11/12/2009 10:07:00 Cust Ref: Alarm Cancelled by BRXXXXXXX (Gen. Password) JL
11/12/2009 10:07:00 WHERE HELD UP GARDA ATTENDED JL
11/12/2009 10:07:08 Alarm Closed Gardai still on site (Cus) JL

No Signal

COUGHLAN XXXXXXXL & XXX (V)
0XXX
DRXXXXXXXXX Phone: XXXXXXX
CO MEATH

Date and Time, Zone and Restore Time

Event ,Actions Taken, Completion Time and Operator

07/02/2019 03:08:30 Trans Test O`due (I) 07/02/2019 03:08:53

07/02/2019 03:08:53 **MISSING TEST** F.A.O ALARM COMPANY MANUAL SENT PSM

07/02/2019 03:08:53 Operator Closed (Opr) PSM

If you want to discuss any of the above please call Paul directly on 087 9522223



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