

Business Security Alarms **BOSCH** hard wired from ****\$769**

***All prices are offered in conjunction with a back to base monitoring agreement @ \$33 per month over 36 months.**

Total price over 36 months is \$769

+ monitoring (36 x \$33) = \$1,957 inc GST.

Self Monitored Systems via Your Mobile Phone from \$1099

RACQ



- ****Price is subject to property inspection.**
- Price does not include hire of special equipment such as a scissor lift or the necessity to run cables in conduits and or the supply of conduit or ducting.
- Price for installation of alarm system is valid as at 01/09/11 and applies when purchasing in conjunction with a 36 month monitoring agreement at the rate of \$33 per month.
- Additional security components are available. 36 months parts warranty is included.
- Wireless detectors are sometimes required subject to onsite inspection and wiring difficulties.
- **Please call us today to arrange a no obligation on site security assessment.**

Some of Our Most Frequently Asked Questions, business customers.

Q, Is the alarm system easy to operate?

Yes, very easy in fact. It take only the press on [one button](#) or the 4 digit code (optional) to turn the system ON. A programmed time will give ample time to leave the premise before the alarm becomes active (turns ON).

When you arrive at your business, you enter the four digit code and press the [“away”](#) button, or you can use a remote control (optional).

Example, when coming into the property to turn the alarm off, you would press 1 2 3 4 and the [“away”](#) button if your code was 1 2 3 4.

You only have to enter the code when you are entering the premises, not when leaving. This is optional as you might want the staff to use a particular code for each person so you could identify who came and went and at what times. This is know as “full reporting” and is optional. This can be programmed into the system.

Each time the system communicates with the Emergency Response Centre, there is a phone call cost. Check your Telco for costs. Usually just a local phone call cost.

Q. When I arrive at work, is there enough time to turn the alarm off before I get to the code pad?

Yes, our technician will program the alarm system so your entry detector will allow a comfortable time for you to enter your business premises and turn the alarm off. You can have two entry detectors, perhaps the front door and another entry point. [When using remote control fobs, you turn the alarm off before entering which makes it far more convenient so you do not need to use the code pad at all.](#)

Remotes. If you would like to operate the alarm from an optional remote control button, you simply press one button to turn the alarm **on** and one button to turn the alarm **off**. The remote controls will usually work up to about 150 meters from the location of the receiver (panel).

Your remote can be on your key ring, under the desk or on your pocket or purse etc.

You can also use the remote control button for a panic / emergency button by simply pressing two buttons simultaneously.

If you have remotes, you do not need to access the code pad when coming and going from the property. This makes it far easier especially if you have parcels or equipment, tools etc in your hands or the code pad is not right at the door. Very convenient indeed!



Easy to read display with large easy to read buttons

Emergency buttons for Panic, Fire & Medical

Away button

Stay button

Q. How many detectors should I have?

This depends on the size of your business premises and what specific areas you would like to be protected.

A typical office might have just 2 or 3 detectors, an office and warehouse or factory might have a several or more detectors.

The number of detectors required is an individual choice and while we can give you options, it is your choice as to how many detectors you require to protect your business, your property and your assets. You can never have one too many. Additional hard wired detectors are only \$165 each including installation. It is all about peace of mind. [What are the specific areas that you want to protect?](#)

Q. When turning the alarm on, should the external doors and windows be closed throughout the property as well as the air conditioning turned off to prevent the movement of air in the alarmed areas?

Yes and preferably depending on the detectors installed. If using Tri tech commercial grade detectors and other [Bosch professional series detectors](#), movement of air and drafts are less likely to cause a false alarm however if using standard dual element infrared detectors, then all external windows & doors closed as well as the air-conditioning should be turned OFF when the alarm is on to prevent false alarms. [Keep in mind that for standard security reasons, all doors and windows should be closed and securely locked. Please ask for more details for your circumstances.](#)

Q. Can I have some detectors on and some others off at different times?

Yes, this is very easy to do via the code pad. You simply enter the detector numbers that you want OFF and then turn the alarm ON. The detectors that are turned Off will blink or illuminate to show you that they are not operating. To reset the alarm, simple turn the alarm off and you are back to normal. You can have your system programmed in by the technician and you can isolate any detectors (zones) yourself by simply following the instructions in the user guide.

Q. How does the alarm work.

The alarm system is connected to the telephone network via your phone line and reports to the emergency response centre in the event of an alarm. The emergency response centre is able to determine which room an alarm was activated in and if there was one or more rooms where an alarm event occurred.

[The emergency response centre can also determine if an emergency alarm was activated, if the power to the alarm has been on battery back-up for more than an hour, if the alarm system has reported a fault condition or a tamper situation has occurred. Subject to the alarm event or report, the emergency response centre will act accordingly.](#)

Q. What does the emergency response centre do then?

The emergency response centre will respond subject to your instructions which are given when you install your alarm system. You can update these instructions at any time. Usually, the first phone call is to the premises and if not answered then to the contact list of names and numbers which you provide to us.

If you are at the premises and answer the phone, you give your password and that is the end of the matter. Otherwise, the [emergency response centre](#) will contact your nominated contact persons to advise them of the alarm event whereupon they can look into the alarm and or instruct the [emergency response centre](#) to send a patrol to the premises. Please check with us that a patrol response service is available in your area.

When an Emergency alarms is received, we contact the emergency services on your behalf usually (subject to your prior instructions) after first phoning the premises to confirm the alarm event. If no response is received from the property, the emergency services are alerted and the contact list is also contacted. [All of these procedures are subject to your prior written instructions.](#)

Q. What happens if you cannot contact anyone to report the alarm to.

We can only act upon your instructions so it is important to set your instructions and keep your instructions up to date as your circumstances change so if nobody can be contacted, then we can be authorised to send a patrol to the property to investigate the alarm event.

Q. How much does it cost to send a patrol person to the property?

\$88.00 including GST. (Price is subject to change without notice) It is unlikely that you may ever use this service however it is available at any time if you ever need to have the premises checked in your absence and the absence of the persons on your contact list. This response can be authorised on a standing arrangement or on a case to case basis depending on the circumstances of the alarm event. [Please ask about the various options available.](#)

Q, What happens if the power to the alarm fails?

If the power to the alarm fails or is turned off accidentally or for any reason, the battery back-up will take over and the alarm will continue to operate normally. If the mains power is not restored within one hour, the emergency response centre will contact you to report this situation to you.

Q. How long does the siren run for in an alarm event? The siren can be programmed for a specific time to suit your environment. We recommend perhaps 2 to 5 minutes or more in a commercial area.

Q. Do I need to have a special power point installed for the alarm?

Not usually however if the technician cannot locate a suitable power point, he will arrange for an electrician to install a power point for you which is an additional cost to the installation costs as quoted. Please enquire further with the technician in this regard.

Q. I have an ADSL telephone line, can I have an alarm system using this same line?

Usually, yes! We can usually overcome any difficulties by installing a central filter or splitter at a special reduced rate of only \$40.00. On rare occasions, difficulties are encountered which may require rewiring of the telephone system by the installation technician or you may need a specialist phone technician to attend the premises or additional wiring hours. This can sometimes incur an extra cost.

In very rare circumstances, you may require a separate phone line installed or, additional phone wiring run from one area of the factory or warehouse to where the alarm panel is to be located.

While this is indeed rare, It is possible. If this happens, we will work with you to overcome the problem in the quickest possible time and at the lowest possible additional cost and inconvenience.

Having the alarm connected on the same line as the phone will not interfere or slow down your broadband internet speed. The alarm does not use the line unless transmitting an alarm event or check report.

Q. Is there a Warranty included with the Bosch security system?

Yes, 3 years on all parts as well as labour.

Warranty claims are very rare, almost unheard of with the Bosch Security System.

Q. Do you provide warning stickers?

Yes, window stickers and signs are available which we provide upon installation.

Q. What if I move from the premises within the three year monitoring agreement period?

This can happen of course and as you are committed for the 36 month period, it is best to transfer the balance of the monitoring period to the new tenants or owner. When listing the business for sale, tell your agent that the alarm is included with the sale of the property [provided the purchasers agree to take over the remaining contract period.](#) If you are relocating your business to another address, we can arrange to have the alarm system removed and installed into the new premises. Ask us for an estimate of what this is likely to cost.

We have known some owners to negotiate the sale price of the business to include the alarm system and pay out the remaining monitoring fees as an incentive to obtain the best possible price.

It is also possible to transfer the monitoring agreement to another property that already has an alarm installed or relocate your existing alarm to your next or another location and continue the monitoring.

Q. Can I self monitor my alarm through my mobile phone instead of having it monitored back to base?

Yes you can however the initial installation prices is higher. Instead of commencing at \$769 the price would be from \$1429.00 as you would not receive the monitoring discount subsidy however you would save money over the three years if you self monitor your alarm. If you are thinking about doing this, please read the benefits of monitoring at www.alarmsinfo.com/monbenefits . There are many benefits to having your alarm professionally monitored.

Q. My business premises are quite large, does it cost more to install the alarm in a large building?

Yes, it usually does.

This depends on how far the detectors need to be located in relation to the alarm panel (the main control box) and the cost of running cables long distances. In large warehouses there is probable cost of hiring a scissor lift to get cables over roller doors etc.

Sometime we can minimise the installation costs by using wireless detectors.

In the office, cabling is usually easy depending on access around or through concrete floors and walls.

An on site inspection is the only way to determine the costs associated with the installation.

Payment. You can pay for the installation by cheque, credit card, direct transfer or cash.

If paying by credit card, your card will not be processed until after the installation and your card statement will show [ASA Security Alarms Elanora](#).

Your monthly monitoring fess can be paid by direct debit against your credit card or Bank monthly, three monthly or annually. We can also arrange for a three monthly or yearly invoices.

If you have a question not listed here, please phone me.

You can call me on 1300 799 200 at any time.

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