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Some of Our Most Frequently Asked Questions

Q, Is the alarm system easy to operate?

Yes, very easy in fact. It takes only the press on [one button](#) to turn the system **ON**. A 45 second exit delay will give ample time to leave the property before the alarm becomes active (turned ON).

When you come home, you enter your four digit code and press the [“away”](#) button to turn the system off.

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 home, not when leaving.

When going to bed, you simply press the [“stay”](#) button. If you would like to use the night mode, the technician when installing your system will set the alarm up so at night you can have some detectors on and some off.

The large easy to read buttons are also backlit at night so they are easy to see and feel at all times.

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

Yes, our technician will program the alarm system to allow a comfortable time for you to enter the property and turn the alarm off. You can have two entry detectors, perhaps the front door and that garage or hallway might be set up as entry detectors. [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 a remote control, you simply press one button to turn the alarm on and one button to turn the alarm off. The remote controls will work from anywhere within the property providing you are close to the house including the front and rear yards of a standard suburban property. You can also use the remote fob to activate [“stay” \(home with alarm on\)](#) mode.

Your remote can be placed on your key ring, in your purse or beside the bed.

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 children or parcels in your arms. Very convenient!

Q. How many detectors should I have?

This depends on the size of your house and what specific areas you would like to be protected. Some owners are happy to have just three detectors in the house. One to cover the lounge living area, one in the hallway and one in the master bedroom.

Other owners prefer to have detectors in most rooms throughout the house as well as in the garage.

An owner of a typical four bedroom house would probably prefer to have four detectors, one in the master bedroom, one in the hallway, one in the lounge living area and one in the family room. The spare or other bedrooms, the office and the garage are optional and sometimes required for extra peace of mind.

[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 family, your property and your valuables.](#)



Easy to read display with large easy to read buttons

Emergency buttons for Panic, Fire & Medical

Away button
Stay button

Q. When turning the alarm on, should the 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! All rooms should have **all external windows & doors closed** as well, the air-conditioning should be **turned OFF** when the alarm is on to prevent false alarms.

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, simply turn the alarm off and you are back to normal. You can have your usual "night mode" 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 home 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 alarm is received, we contact the emergency services on your behalf usually 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?

\$77.00 including GST (subject to change). 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 only 1 or 2 minutes in a residential area and perhaps 5 minutes or more in a commercial or rural area.

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

Not usually however if the technician cannot access a suitable power point for the alarm, he will ask you to arrange for a power point to be installed **at your cost**. Our technicians are not licensed to install power points. The technician may run a temporary lead until you have a suitable power point installed.

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

Usually, yes! Sometimes no. We can usually overcome any difficulties by installing a central filter or splitter at a special cost only rate of about \$30.00. On very 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. 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 house 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.

WARNING

We provide ample warning stickers and signage as required.

Q. Do you provide warning stickers?

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

Q. What if I sell the house 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 owners. When listing the house 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**. Our experience is that most new owners are happy to do this.

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

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 house 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 \$399 the price would be from \$1099.00 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.**

Payment. You can pay for the installation by cheque, credit card 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 to Signature Security Group can be paid by direct debit against your credit card or Bank monthly, three monthly or annually. You can also pay the full 36 months in advance.

If you have a question not listed here, please phone me. You can call me on 1300 799 200 at any time.

Phone Direct, Bob Pearce on 0408 799 200 - Office 1300 799 200

Our Prices are Cheaper Simply Because We Have Lower Overheads!

PLEASE SEE THE NEXT PAGE ABOUT INSTALLING YOUR ALARM SYSTEM

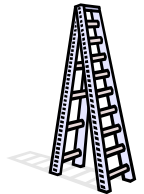
Please Read This - About Your Alarm Installation

The installing technician is allocated several hours to install your security alarm system.

This time is usually sufficient to do the work however, as the installation process is of a complex and technical nature, we sometimes require an additional hour two to complete the installation.

The installation process requires wiring of the following components -

1. The Alarm Panel
2. Power to the Alarm Panel
3. A Telephone Connection to the Panel
4. The Code Pad
5. Detectors (unless wireless)
6. The External Siren assembly
7. The Internal siren




Usually, these procedures while time consuming and technical, they are usually carried out within the time allocated without any problems whatsoever.

Sometimes, the technician encounters difficulties which cannot be determined until the work is actually commenced or in some cases, during the installation process. This can result in the installation requiring additional hours to complete or the need for the technician to return a second time to complete the job.

The design of the house determines how the system must be installed, not the technician as he can only work with the physical parameters and limitations of the premises.

The main areas of difficulties are -

- Accessing the floor of the roof area (above the ceiling) if insulation is installed (such as Cool N Cosy) *Sprayed Insulation such as Cool N Cosy can usually mean it is near impossible for a technician to locate precise areas for cabling as cavities and existing wires are usually all covered. As well, if the roof timbers have all been covered over, it is again near impossible for the technician to be able to safely get through the roof areas as he cannot determine where to tread and safely navigate through the roof.*
- Accessing the main incoming phone line & difficulties with old or poor phone wiring
- Location of detectors and the external siren box due to low and narrow roof access for cabling
- Access to wall cavities to run wires from the alarm panel to the various alarm components
- **Gaining access to a suitable power point** - sometimes a power point may need to be installed by a **licensed electrician at your cost.**
- If it is raining, accessing the roof externally and installing the external siren box. On rare occasions it is impossible to run wires to an external siren box. 
- Two or three level homes & **Queenslanders** often require additional hours for the installation due to difficulties in being able to run cables. Our technician will discuss this with you if he has any difficulties.

The telephone connection can be quite complex as the incoming phone line is wired directly into the alarm panel. If the existing phone wiring cannot be accessed in the normal way, it is possible that the "Mode 3" connection cannot be made or that some additional time, wiring and or additional costs may be involved.

Occasionally, the alarm system has to be redesigned or if designed as hard wired, upgraded totally or partly to a wireless system to allow for these difficulties.

We can sometimes use duct to run wires externally when wall cavities cannot be accessed. Duct is white, can be painted over, is usually unnoticeable and quite acceptable to most people when needed.

Some installation difficulties can necessitate the technician returning the following day or a few days later to complete the installation. If this happens, the technician will explain the situation and will make arrangements with you to complete the installation the following day or whenever he can return, usually within a few days.

While it is rare for installation problems, they can occur and if they do, the technician will discuss the problems with you to determine a satisfactory solution and will do everything possible to ensure the minimum of delay and inconvenience. [For any queries about installing your alarm, please phone Bob on 0408 799 200](tel:0408799200)
