



An tÚdarás Slándála Príobháidí
The Private Security Authority



INTRUDER ALARM SYSTEMS INFORMATION AND GUIDANCE LEAFLET



Choosing the right intruder alarm system is an important task. In this leaflet we hope to inform you of some of the issues you should consider when you decide to install such a system.

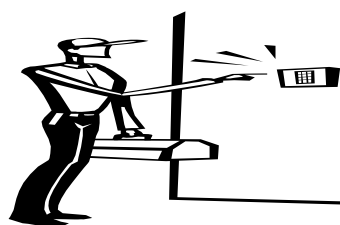
At the outset

You are obliged by law to use the services of an installer, who is licensed by the Private Security Authority (PSA), where you are paying for the installation, upgrade, repair or maintenance of an Intruder Alarm System. Check our website (<http://www.psa.gov.ie>) under "Licence Holders Register" to see a current list of licensed installers.

Why opt for a licensed installer?

All licensed installers are experienced experts who, as a normal part of the licensing process, have been vetted by the Gardaí and are subject to ongoing regulation by the PSA. Licensed installers have demonstrated their competence in achieving compliance with the applicable European standard setting out how the intruder alarm system is installed. This standard obligates the installer to issue you with two copies of a "certificate of conformance" - one for yourself and perhaps the second can be passed to your insurance company if you are seeking a discount on your insurance premium.

Licensed installers have also proven their competence in the day-to-day management of their business by independent auditing and assessment to the relevant Irish standard that lays down requirements for the proper running of the business.



Your chosen installers should be in a position to show you their PSA Licence. If he or she can't produce one then don't hire them.

A PSA licensed installer brings with them an assurance of quality, reliability and an expertise and experience that you can rely on.

Unlicensed installers and you?

Unlicensed installers are committing a criminal offence and the PSA has convicted several installers and companies. Where the services of an unlicensed installer are engaged both the unlicensed installer and the client are liable for criminal prosecution with penalties of fines and/or imprisonment.



What alarm system do I choose ?

There are a number of types of intruder alarm systems on the market, each having different characteristics. Your local licensed installer will be happy to go through the options available. Your installer will undertake a security survey of your premises, evaluate where your property's security can be strengthened and select the most appropriate technology to safeguard your premises.

Types of systems include those with a warning bell only or systems that signal to a telephone number nominated by the householder when the alarm is triggered.

DIY systems are also available but expert knowledge and competence is required when these are chosen. Where there is any doubt on your part regarding your expertise to install an alarm system yourself the best option is to seek the services of a licensed installer. DIY systems installed by unlicensed persons lacking the required expertise and experience are more likely to be prone to false alarms. The reassurance of expertise comes with a licensed installer which will mean less problems and better support service. In addition the PSA cannot help where a problem arises in relation to a DIY system installed by a person.

Your licensed installer is the best person to explain the differences between each system including the costs variations that will arise.



I want to be sure that someone will respond quickly to my intruder alarm when I'm away. What are my options?

You might consider using a PSA licensed company to monitor your alarm on your behalf thus allowing you to have the reassurance that a dedicated service will respond to an alarm being set off at a time when you cannot respond, e.g. an alarm that's set off when you are on holidays.

Your licensed installer will explain the advantages of a fully monitored intruder alarm system where notification of a triggered alarm is passed to the Gardaí for response.

Only companies licensed by the PSA can provide monitoring services and your licensed installer can provide further details.

Where a monitored intruder alarm system is installed you should be given the name, address and contact number of the licensed monitoring station or centre.



Anything else I should know before I have the alarm installed?

A list of licensed intruder alarm installers are available on the PSA website or you can get the list from your local Garda Station. Discuss with your installer their assessment of the risks associated with your property. Consider whether or not, because of the risk assessed and your particular needs and circumstances, a fully monitored system is what you need.

It is recommended that you get quotes from a number of licensed installers and carefully consider their risk assessments of your property. Look at what you want the alarm system to do, what benefits it has and how much it will cost before making your decision,

Before choosing, review the relevant contract you may be asked to sign for the installation and, possibly, maintenance. Where a monitored system is chosen, you may also be required to enter into a separate contract for the monitoring service as not all licensed installers provide this service directly to their customers.

Once you know the installer holds a current PSA Licence appropriate to the work, you can be reassured that someone with proven expertise will be helping to keep you and your property safe.

What happens when the licensed installer hands over the system to you?

Once installed your licensed installer should provide an "as-fitted" document to you. This document is your guarantee that the system does what you want it to do, does what the licensed installer has told you it will do and includes any agreed changes made to the system while it was being installed.

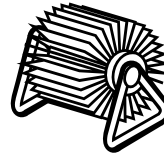
You should also receive full operating instructions for the system. Finally, you should receive a formal "Certificate of Compliance". Your insurer may look for a copy of this document.

Keep copies of all documents you are given. You might need them in the future.

What about maintenance?

All alarm systems should be properly maintained in order to keep the system in full working order. Your licensed installer should outline the specific areas of the system that will be maintained as part of their preventative maintenance programme. Should you decide to enter into a contract or agreement for maintenance you may wish to engage the services of the licensed installer who carried out the installation or you can opt for another licensed installer to carry out the maintenance after the system has been installed and handed over to you.





Useful Contacts

The Private Security Authority
Davis St
Tipperary Town
Co. Tipperary
Tel: 062 32600
Email: info@psa.gov.ie

Garda National Crime Prevention Unit
Garda HQ
Harcourt Square
Dublin 2
Tel: 01 666 3362
Email: crime_prevention@garda.ie

**REMEMBER: LOOK FOR THE LICENSE! IT MEANS SAFETY, SECURITY
AND PEACE OF MIND FOR YOU.**

NOTE: This is an Information Booklet. It is not intended to be a legally binding document nor is it an interpretation of legislation. It cannot be relied upon in any action taken by or against a person.

