

First Choice for Security!



Customer Information Pack



Casa Security
Installation, Service & 24 Hour
On-call Service Technician
Phone: 08 9241 9000

Spectus
Grade A1 Monitoring
Phone: 08 9248 0222

PO BOX 2383, MALAGA WA 6944

UNIT 1, 13 ENTERPRISE CRESCENT, MALAGA WA 6090

www.casasecurity.com.au info@casasecurity.com.au



Welcome note.....

The Management and Team at Casa Security take this opportunity to both thank and commend you on your decision in allowing us to assist you with your security needs. As such, we would like to introduce you to Casa Security Pty Ltd and Spectus Pty Ltd and the combined services we provide.

Both Casa Security and Spectus, based in Malaga Western Australia, have extensive associations built up over the years with other Premium Service Providers throughout Australia. We pride ourselves on Professionalism, Service and Flexibility to meet the varying demands of a diverse customer base.

While Casa Security provides Alarm, Access Control, CCTV installation, Service and 24hour technical support, our sister company Spectus provides the important monitoring component.

At all times, we encourage and welcome your feedback with relation to our service, support or personnel or even suggestions that you feel may enhance the services we provide.

Disclaimer: Although every effort has been made to ensure the data contained herein is correct at the time of printing, Casa Security Pty Ltd and Spectus Pty Ltd can not be held responsible or liable for any information contained herein that may cause loss to its customers.



About Casa Security

In operation since 1995, the company was originally designed to facilitate a total security solution to the Industrial, Commercial and Domestic markets. Through extensive research, Casa Security tailored solutions utilising the most advanced innovative technology available enabling Casa to offer systems that many other companies were unfamiliar with. Casa specialised its operations in areas that required both innovative and unusual solutions. Through this specialisation we have provided solutions for CCTV, Security and Safety.

During this time, we have grown to one of the largest privately owned security companies in the State. With a management structure that has a proven record in service delivery to the Residential Market, Aged Care, Education, Mining & Resource sectors; Casa Security has both the resources and technical expertise to cater for all segments of your security requirements.

In keeping with Casa Security's high standards, our customers enjoy the advantages of professional installation and quality equipment personally screened by our Engineering Department.

Casa Security is a member of the Australian Industry Association Limited (ASIAL) which promotes a professional code of conduct within the security industry. Casa Security employees adhere to the code laid out by ASIAL and are licensed according to Legislative Requirements within Western Australia's stringent standards.



About Spectus

Spectus Pty Ltd started operating on January 11, 1999. Spectus commenced specialised operations in providing a superior level of Service for the Australian Security Industry to fill the gap of providing quality monitoring services to many local Security Companies. Spectus fast became Western Australia's leading Security Monitoring Station. Spectus have developed an excellent reputation which has spread throughout the Industry and enabled ongoing and profitable operations for the company.

Management and staff continue to pride themselves to dedication and professionalism and continue to build the prosperous reputation built by Spectus' name, as a proactive security provider within the Industry.

WA Police Alarm Response Categories

Response of your alarm by the Police is determined by these categories:

Category A

The highest level of response from Alarms generated by Duress, Holdup Alarms, Emergency Assistance Alarms, High Risk Premises Alarm, Multi-Sector Multi-Break Alarm and Communications Failure Alarm. Police will prioritise attendance to category "A" alarms as "high priority".

Category B

A monitored alarm not fitting Category A. Police will prioritise attendance to Category "B" alarms as "low priority", unless in addition to the activation of the alarm, there is some other evidence of a crime being committed (i.e. Confirmed intruders on the premises).

Police may attend category "B" alarms in the absence of other pressing duties and if attendance can be achieved within a reasonable time.

Category C

An un-monitored alarm. Police will prioritise response to category "C" alarms as "not a priority" unless, an offence has been confirmed or information is received that offenders are on the premises.

Police may attend category "B" alarms in the absence of other pressing duties and if attendance can be achieved within a reasonable time.

We cannot guarantee any response times from the WA Police or any associated Guard Response Service. We suggest that if this is a concern for you, you should consider using a Guard or Patrol Service in your area who may be able to offer you such guarantees.

Alarm Response Procedures

An alarm is triggered from any device at your property that is connected to the security system. Where the security system is monitored, this is generally monitored via a Mode 3 connection on your telephone line. Therefore, a Telephone line is required to remain active to enable the monitoring to be done.

When the alarm has triggered, the security panel will seize the telephone line and disconnect anything that may be on that line, in order to send the information securely to the monitoring station. This information is sent via the electronics in the alarm system, down the telephone line, and decoded at the monitoring station computer, called a receiver. The information is then translated on to a monitoring computer for the operator to provide the appropriate action as specified by you. For the duration of the information transmission, the telephone line will be dead. This should be back to normal around 40 seconds after the last signal is transmitted.

If a signal has been accidentally activated, then by inputting the correct alarm code and disarming the alarm, a cancel signal transmits to the Spectus Monitoring Station and the operator will see that a valid code holder used their code and therefore were at fault in the first instance. **They will not action the alarm as a genuine alarm** because they can see the code holder has sent a cancel signal through, effectively saying “disregard the alarm as it was only me”.



On receiving an alarm that is not cancelled as in above, the operator will contact the keyholders in the order and on the list provided to them on the Client Information Form (the document completed at time of commissioning the alarm system and updated by the client thereafter on notification).

It is your responsibility to ensure that all users of the alarm system are properly instructed on the use of your system. This includes:

- Procedures to follow when turning the system on and off
- How to identify a problem with the system
- What to do if there is unwarranted activations
- What the Voice Code is and when to call the Spectus Monitoring Station

This process is provided as part of the Casa Security Commissioning to you.

Callout (Keyholder) List

On commissioning your alarm system to the Spectus Monitoring Station, you were asked to provide us with a keyholder list. A list of at least three people and their contact numbers of which:

- Have a key/s to your property
- Have the keypad number to your alarm system and know how to operate it
- Have the voice code to your alarm system for Monitoring Station verification purposes
- Can attend the property if they are called
- Will contact the Spectus Monitoring Station after attending the alarm to provide them with an update.

You are welcome to arrange a Guard Response Service directly with the Guard Response or Patrol Company (provide them with keys and negotiate their fees directly to you) and then provide us with their details and where they sit on the keyholder list. Some areas have specialised Guard or Patrol Services available specifically concentrated in that area. You will need to discuss this with your preferred response company as Casa Security and Spectus cannot directly provide this service to you.

Updates

It is extremely important to ensure that we have the most up to date and accurate Keyholder information and we need to know when numbers are changed, people are on holiday or no longer to be on the callout list.

We must ensure that changes are made by valid and authorised users and so request that this information is to be given to us in writing. It can be e-mailed, faxed or mailed depending on your circumstances and availability of such services.



Testing your Alarm System

Your Casa Security Alarm System has been designed to give you the greatest possible flexibility and convenience. Please read the user manual carefully and become familiar with its operation.



Important Note: Remember that no security system can prevent emergencies. It is only intended to alert you in case of an emergency and should not take the place of prudent security practices or life and property insurance.

The Security System sends an automated test function to the Spectus Monitoring Station, at intervals defined by you at the time the system is commissioned and set-up. This is where the system uses the telephone line to check that it's communication path is in tact at that point in time.

Where we do not receive the test signal, that means that at the time the system tried to dial out, a communications fault existed. Many things can cause this to happen (like having broadband installed, incorrectly installing an ADSL filter, having your phone line disconnected or a general Telstra line fault among the most common). In order to rectify this, you need to determine if the fault still exists and one way to do this is by having you conduct a walk test to confirm the signals are reporting to the Spectus Monitoring Station. In order to this, you will need to follow the next few steps:

Call before you test your Security System



Before testing, contact Spectus Monitoring Station on 9248 0222 otherwise unnecessary actioning procedures will comment. Testing the system should be during off-peak times (that is not between 7am and 9am nor between 4pm and 7pm). This is to ensure that the operators full attention is given to legitimate alarm conditions during that time. When calling the Spectus Monitoring Station, provide the operator with:

- Your voice code
- Who you are
- The property address you are calling about
- That you will be testing the alarm

Follow these steps:

1. When you hang up from the operator, set the alarm as if you were going out (full arm).
2. After the alarm has timed out (around 30 seconds), walk around the inside to activate the security sensors. When you are satisfied that you have checked specified or all sensors, input your code to disarm and reset the system
3. Telephone the Spectus Monitoring Station and confirm they received the signals

If signals were received and you are satisfied that the system is operating and reporting correctly then it is not necessary to request a Security Technician visit.

If a problem does exist either with the communications or any of the sensors that didn't trigger, then we suggest that a Security Technician attend to determine and rectify the fault. You will need to contact Casa Security on 9241 9000 in order to arrange a suitable time and day to attend.



Communications Fault: Please note that it is important to find out what the communications problem is. If you leave it and ignore the fault then we will continue to receive this "service notification" and may have possible insurance implications for you. You must also be aware that Casa cannot provide Telecommunications Technicians and as such, cannot rectify any fault with the Telephone Line itself.

How often should the system be tested

It is recommended that you test the operation of your system at least monthly and you may be asked to test it if a communications "test" signal is not received by the Spectus Monitoring Station.

Maintaining your Alarm

Like other electronic equipment, your alarm needs regular maintenance to ensure its continued reliability and optimum performance level.

Regular maintenance of your security system helps prevent unwanted alarm activations and assists in effective operation at the time of an emergency. The Western Australian Police require Electronic Intruder Detection Systems be maintained in accordance with the Australian Standards which states that systems should be routinely serviced and recalibrated at least annually.

Unless a maintenance agreement exists, requesting a routine service will be your responsibility. Casa Security will endeavour to contact you at various times and through various means (physical or in writing) to remind you of this requirement.

Standard Operating Procedures

Unless otherwise specified by you on the Client Information Form completed at the time of commissioning your system to monitoring, the following Standard Operating Procedures will apply.

Please note that any damage caused by the attending authority or costs incurred for attendance fees, is not the responsibility of Casa Security Pty Ltd or Spectus Pty Ltd.

Sector Alarms



When an alarm signal is received by the Spectus Monitoring Station, the operator will attempt to contact keyholder number one on the callout list you provided to us. If no contact is made, the operator will continue through the list of keyholders until one is reached. That person is then responsible to research and resolve the alarm.

Examples include Passive Infrared Detectors, Vibration or Seismic Sensors, Glass Break Detectors, Temperature Alarms. Included in this category is Tamper Unit Devices.

Environmental/System Trouble Alarms



When an alarm signal is received by the Spectus Monitoring Station, the operator will log the condition for Casa to follow up the following working day. No keyholder is contacted immediately as the condition is not an emergency and will require a Service Technician Attend to rectify.

Examples include Low Battery, AC Failure and Blown Fuse Alarms.

Hold-up/Duress/Request for Assistance, Panic & Emergency Alarms



Conditional that specifications as set out by the Police Communications Centre for installing and Training are met, the following process is followed and classified according to regulation:

Hold-up (approved device installed to industry standards, programmed to a separate and individual alarm zone on the alarm control panel and the system reports open and close signals to the Spectus Monitoring Station) – Immediate police response.

Duress (approved device installed to industry standards, programmed to a separate and individual alarm zone on the alarm control panel and the system reports open and close signals to the Spectus Monitoring Station) – Immediate police response.

Request for assistance, Panic & Emergency (approved device or the code pad) – The site will be called to determine the type of assistance required. If no contact can be made from site, a keyholder is contacted from the keyholder list in the order provided to us and if no contact can be made then the event is classed as un-resolved and cannot be passed on to the police.

Medical Alert Alarms



Due to the nature of this type of alarm, Spectus Monitoring Station will respond according to your specific instructions.

If we have not received any specific instructions then the Spectus Monitoring Station will call site to determine the type of assistance required. If no contact can be made from site, a keyholder is contacted from the keyholder list in the order provided to us and if no contact can be made then the event is classed as un-resolved and no further action will be taken.

Examples include Keypad Medical Buttons and Medical Pendants Alarms.

Fire Alarms



Where a fire alarm is received, the Spectus Monitoring Station operator will call site to determine if the alarm is genuine.

If no contact can be made from site, a keyholder is contacted from the keyholder list in the order provided to us in order to obtain authority to dispatch the Fire Department. Owing to the cost associated with dispatching the Fire Department, the Spectus Monitoring Station Operator will not authorise their attendance without your direct authority and you must understand that the Fire Department will enter the property by any means available to them.

Examples include Smoke Detectors and Heat Detectors.

Restricted Entry Service

Commercial customers can utilise the Restricted Entry Service which ensures that any access to the property outside designated times is reported to a keyholder.