



## Feel Secure

Your Guide to Home Safety

**ADT *Always There***®



Master Licences: VIC No. 65201491P | WA No. SA36517 | SA No. ISL152299 | NSW No. 405187443 | ACT No. 17501009 | QLD No. 3258669



# contents

Watching over you and your home	4
Your system	5
Because you rely on your alarm	6
Your telephone line	7
False alarms and how to prevent them	8
When it is a genuine alarm	11
Your emergency contacts	12
Emergency contacts	15
At your service	16
Additional Information	18

# watching over you and your home

## *Services offered by ADT Security*

*Now that you have a monitored ADT Security alarm, it will provide you with peace of mind for you, your family and your property.*

Your system combines advanced technology with proven durability, and is backed by a comprehensive support service throughout Australia.

Of course, like any other tool, it is important to use it correctly.

This booklet explains how you can help ensure your ADT home security system provides the safety you need. It also provides some important pointers to ensure your system remains problem-free.

### **If you move**

Please call us on 131 005 of any proposed change of ownership, tenancy or occupation of the property, or if you want to change your invoicing details, as this may save you unnecessary expense. ADT Security recommends you contact our Security Response Centre to have your system decommissioned.



# your system

## *Smoke Alarm and Heat Detectors*

*You may have decided to have a smoke alarm linked to your system. This is designed to work even when the system is not armed/turned on. If you do not have a fire system, it can be added to your system in the future.*

Your security system has been designed around your home and your particular security needs, but all ADT Security systems have certain characteristics in common. All systems have a control panel, usually with a keypad, and a series of detectors designed to operate within certain areas.

### **Smoke alarm and heat detectors**

You may have decided to have a smoke alarm or heat detector linked to your system. This is designed to work even when the system is not armed/turned on. If you do not have a smoke alarm, it can be added to your system in the future. ADT's smoke alarms will not only notify you when to get out of the house, but it will also notify our response centre to call the emergency services.

### **Audible warning device**

Your system is designed to operate an internal sounder alarm.

An external sounder may be incorporated and includes a strobe light, which will flash when the siren is activated, except where the alarm has been programmed not to sound.

### **Stand-by batteries**

There is a stand-by battery in the system, which is designed to keep the system running in the event of a mains power failure. Should an alarm condition occur or the siren sound during a power failure, the battery stand-by time will be reduced.

Should you require replacement batteries, phone us on 13 1 005 to arrange for a technician to install a new battery, or visit [www.adtsecurity.com.au](http://www.adtsecurity.com.au).

We have a 24 hour, 7 days a week, Security Response Centre. If you need any extra advice, call our Security Response Centre on 13 1 005.

# because you rely on your alarm

*Your system is designed to be problem free and easy to operate. However, it is important to ensure that nothing interferes with its ability to protect you and your property.*

**Test your system:** You should check the system and the area covered by your motion detectors on a regular basis (at least every month), by means of a walk test. Please refer to your user manual on how to perform this test. We also recommend you notify ADT's Security Response Centre before you start testing, so that we do not action the alarm as a genuine event. In addition, you should ensure your security system has an annual maintenance check.

**Are your detectors obstructed?** You should avoid placing large pieces of furniture or other items in front of, or close to, detection devices. If you alter the internal or external structure of your property or move large pieces of furniture, it may affect the ability and performance of the system and its detectors. In these circumstances, please contact us immediately for advice.

**Extra equipment:** Any additional security equipment provided by ADT Security will come with a one-year guarantee from the date the extra device is commissioned.

**Pets:** If pets are allowed to stray into those areas that are protected by a movement detector, they are likely to cause your system to activate. If you get a pet after your security system has been installed, please let us know. We will be pleased to provide advice or to arrange a free visit to review your system.

**Your Security System:** Please ensure that you keep your keyfobs, system codes, Welcome Kit and any other information regarding your system in a safe place.



# your telephone line

*Our Security Response Centre trained staff are there to provide 24 hour, 7 days a week assistance. They are ready to act should they receive an emergency signal. This connection relies on your telephone line.*

The security system cannot be monitored without a working telephone line. You need to ensure that the telephone line is maintained in good working order at all times. We recommend that your telephone line be concealed where it enters your property, or if not, that it enters at a high level to reduce the possibility of it being tampered with. You should contact your telephone service provider if your telephone line does not meet this requirement. If you need to change your telephone service provider please ensure you notify ADT Security prior to making your choice.

A fault with the line itself or any equipment such as an answering machine may affect your system's performance. If you do experience a fault, you should have this corrected immediately - you may wish to make alternative short-term arrangements to protect your property. If we are called out as a result of a telephone line fault, you may be charged for this service call.

You must contact us if the telephone number for the security system is to be diverted at any time, or if any additional equipment or services are to be added to that line. This will enable us to confirm if they will affect the operation of the system. If additional services are added to the telephone line, this may affect the ability of your system to communicate with our Security Response Centre.

Additional equipment that may interfere with your system include:

- > Call barring
- > Incoming calls only
- > Call diversion
- > Broadband or ADSL.



# false alarms and how to prevent them

False alarms, caused by animals or other factors may occur. With an ADT Security monitored alarm, they are easily dealt with. If your alarm activates, here's what to do. Don't panic. Disarm or turn off the alarm using your keyfob or system code to cancel the alarm (only if appropriate to do so, and that any harm does not exist). The ADT Security Response Centre may contact you if you have not cancelled the alarm. If this does occur you will need to provide your password.

## Preventing false alarms

1. Make sure your alarm system is only operated by people who have been properly instructed.
2. Check that movement detectors are not obstructed.
3. Close and lock all doors and windows before setting the alarm.
4. Do not allow sources of heat, moving objects or animals in the range of your motion detectors.
5. Know the specified entry/exit route and keep to it when disarming or arming the system. Do not enter protected areas until the system has been disarmed.
6. Report to ADT Security all accidental damage to the system.
7. Make sure ADT Security inspects your alarm system on an annual basis.
8. Remember that repetitive false alarms may give rise to withdrawal of Police response, and will also increase telephone charges.
9. Check that all keys and keyfobs are readily available and that code numbers are known before entry.
10. Ensure your motion detectors are free from dust or cobwebs as these can cause false alarms.

If your alarm sounds for an unknown reason, or you require assistance with false alarm management, please contact the us on 131 005.









# when it is a genuine alarm

*Simply having an ADT Security alarm installed may be enough to warn off potential intruders. The sight of an external siren box and ADT Security stickers are a powerful deterrent.*

## **If your intruder alarm is activated**

The ADT Security system sends an alert signal to our Security Response Centre. Our skilled operators go into action and follow the alarm dispatch procedures that you have provided.

We will alert the Police or other emergency services, where appropriate. Your ADT Security alarm provides a 24 hour, 7 days a week, security presence for your home.

## **Patrol Response Service**

You can also request from ADT a Mobile Patrol Service, which includes alarm responses and property checks. On arrival, patrol officers conduct a full external check of the premises to ensure the site is secure. If a security breach is detected, the patrol officer can remain on site until the breach is secured or cleared to leave by an authorised contact



# your emergency contacts

## Why are emergency contacts needed?

ADT Security requires that clients with a monitored alarm provide the names, addresses and contact details of at least two people to act as emergency contacts.

Emergency contacts should be trained to use the system, have access to the relevant parts of the premises and be able to attend the property at all hours. In an emergency situation, well trained emergency contacts are essential and the faster we can contact them, the better. All emergency contacts need to be aware of how to assist the emergency services to gain entry to your home without putting themselves in harm's way. We have enclosed three copies of our emergency contact information booklet for you to pass onto those you have nominated to be your emergency contacts.

## Emergency contacts

What does an emergency contact do? If the owner is not at home and the alarm activates, an emergency contact will be called by our Security Response Centre to tell them that an alarm has been received.

They will also be told the type of alarm (Intruder, Fire, Personal Attack etc.) and whether we have called the Police or Fire Brigade. They may need to go to the property as soon as possible - and remember to take the keys. If the Police or Fire Brigade are called, emergency contacts should wait for them to arrive. They should not put themselves at risk or enter the property if the Police or Fire Services are attending, until they are told it is safe to do so. Before leaving, the system will need to be reset. The emergency contact should also contact the homeowner to let them know about the alarm activation. If the alarm system has been tampered with, they may need to notify the homeowner, so that they can contact our Security Response Centre to arrange a Technician to visit.



## What does the emergency contact need to know?

- > The correct entry / exit route
- > How to unlock the property
- > Where the alarm panel, keypad and proximity reader are located
- > How to arm and disarm the alarm
- > The System Code. This can be their own code if it is easier to remember
- > The password for the alarm or their own verification
- > Number to identify them when on the property
- > The telephone number of the ADT Security Response Centre
- > How to contact the homeowner
- > Where this Welcome Pack is kept
- > How to lock up again.







# emergency contacts

## *More than just an intruder alarm*

ADT home security systems are more than just intruder alarms. They also allow you to alert your emergency contacts if you need assistance, for example if you have an accident at home. In this case the Security Response Centre will tell them that the homeowner has requested the services of their emergency contact and they will need to attend the property as soon as possible. A master system code/keyfob is programmed into the alarm at the time of installation, but it is possible to have additional system codes/keyfobs for different users. These can be programmed into the alarm at the time of installation.

### **Pointers for emergency contacts;**

- > Keep the keys and keyfob to the property in a safe place
- > Get them to arm and disarm the alarm system in the property when they visit
- > If they move home or change contact telephone numbers, please inform our Security Response Centre so that we can update our records
- > If they move further away, they may no longer be able to act as a emergency contact. Please call our Security Response Centre if you are unsure
- > Each emergency contact has his or her own password used by ADT Security for identification purposes
- > To change a password, please contact our Security Response Centre
- > If an emergency contact is called out to a false alarm the system can be reset as normal, providing the cause is identified as customer error (e.g. open window, blowing curtains etc.).

# at your service

*It is not enough simply to provide security systems, no matter how advanced or effective they may be. We provide support for those systems, 24 hours a day, 7 days a week.*

If you need assistance please call our Security Response Centre on 1 31 005. It is open 24 hours a day, 7 days a week, and our staff will always be pleased to help you.

## **Quality Service Plan**

ADT Security can provide you with an extended systems warranty. Replacement parts and labour for repairs and service to your alarm system (with the exception of the system batteries) will be provided at the reduced fee.\*

## **Inspection and testing**

You should engage ADT Security to conduct an annual routine inspection and testing of your alarm system, this ensures the complete peace of mind of your system.

## **24 hour, 7 days a week response**

A single telephone number provides you instant access to our 24 hour, 7 days a week national Security Response Centre. ADT Security has one of the industry's largest team of trained service technicians, ensuring that assistance is always available.

## **Patrol Response Service**

Through its network of contracted local area providers, ADT is able to offer Mobile Patrol Services, including alarm responses and property checks. On arrival, patrol officers conduct a full external check of the premises to ensure the site is secure. If a security breach is detected, the patrol officer will advise the ADT Security Response Centre and can remain on site until the breach is secured or cleared to leave by an authorised contact.

\*Please refer to the specific conditions in your Customer Service Agreement with your ADT Security sales representative.





## additional information







**Security**

*Always There®*

*A Tyco International Company*

For more information call  
131 005 or visit [www.adtsecurity.com.au](http://www.adtsecurity.com.au)

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