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LIMITATIONS OF AN ALARM SYSTEM

This alarm system does not guarantee protection against burglary or other emergency. Any alarm system, whether commercial or residential, is subject to compromise or failure to warn for a variety of reasons, including, but not limited to;

- Intruders may gain access through unprotected areas or openings or have the technical sophistication to bypass an alarm detector or warning device.
- Detection devices may be blocked, disconnected, bypassed or tampered with.
- Intrusion detectors (e.g. passive infrared detectors), smoke detectors, and many other sensing devices will not work without power. Battery operated devices will not work without batteries, with dead batteries, or if the batteries are not put in properly. Devices powered solely by AC will not work if their AC power supply is cut off for any reason, however briefly. Devices that operate on AC with back up battery will only operate for a short period on the backup battery in the event of AC failure, this time will be reduced if the battery is faulty or not fully charged.
- Passive Infrared motion detectors can only detect intrusion within the designed ranges as diagrammed in their installation manual. Passive Infrared Detectors do not provide volumetric area protection. They do create multiple beams of protection, and intrusion can only be detected in unobstructed areas covered by those beams. They cannot detect motion or intrusion that takes place behind walls, ceilings, floors, closed doors, glass partitions, glass doors, or windows. Mechanical tampering, masking, painting or spraying of any material on the mirrors, windows or any part of the optical system can reduce their detection ability. Passive Infrared Detectors sense changes in temperature; however, as the ambient temperature of protected area approaches the temperature range of 32° to 40°C, the detection performance can decrease.
- Smoke detectors may not activate or provide early warning for a variety of reasons. Smoke detectors may not sense fire that starts where smoke cannot reach the detector such as in chimneys, within walls, roofs, on higher levels to the detector or other side of closed doors or walls. Smoke may be blown or drawn away from a detector such as being drawn through a vent or window. Smoke detectors have sensing limitations; no smoke detector can sense every kind of fire every time. Smoke detectors are subject to false alarms and nuisance alarms, for example, a smoke detector located in or near a kitchen may go into nuisance alarm during normal operation of kitchen appliances. In addition, dusty or steamy environments may cause a smoke detector to falsely alarm. If the location of a smoke detector causes an abundance of false alarms or nuisance alarms, do not disconnect the smoke detector, call a professional to analyse the situation and recommend a solution.
- Signals sent by wireless transmitters may be blocked or reflected by metal before they reach the alarm receiver. Even if the signal path has been recently checked during a weekly test, blockage can occur if a metal object is moved into the path.
- A user may not be able to reach a panic or emergency button quickly enough.
- Alarm warning devices such as sirens, bells or horns may not alert people or wake up sleepers if they are located on the other side of closed or partly open doors. If warning devices sound on a different level of the premises, then they are less likely to alert all people. People may not hear the warning if the alarm is muffled from a stereo, radio, air conditioner or other appliance, or by passing traffic. Finally, alarm warning devices, however loud, may not warn hearing-impaired people.
- Communication path needed to transmit alarm signals from a premise to an alarm monitoring centre may be out of service or temporarily out of service. Telephone lines may be out of service or disconnected and are also subject to compromise by sophisticated intruders. Communications via mobile or radio communication, for example GSM or GPRS are subject to network failure or loss of reception. It is recommended to have multiple paths of communications to an alarm monitoring centre, such as GPRS with IP or dialer backup.
- Even if the system responds to the emergency as intended, however, occupants may have insufficient time to protect themselves from the situation. In the case of a monitored alarm system, authorities may not respond appropriately or quick enough.
- Alarm equipment, like other electrical devices, is subject to component failure. Even though alarm equipment is designed to last as long as 10 years, the electronic components could fail at any time. The most common cause of an alarm system not functioning when an intrusion occurs is inadequate maintenance. An alarm system should be tested weekly to make sure all sensors and transmitters are working properly. Wireless transmitters (used with some systems) are designed to provide long battery life under normal operating conditions. Longevity of batteries may be as much as 4 to 7 years, depending on the environment, usage, and the specific wireless device being used. External factors such as humidity, high or low temperatures, as well as large swings in temperature, may all reduce the actual battery life in a given installation.

An alarm system is not a substitute for insurance. Business owners, property owners and renters should continue to act prudently in protecting themselves and continue to insure their lives and property.

CLIENT RESPONSIBILITIES

(As required by Australian / New Zealand Standards AS/NZS 2201.1 2007)

In order to stay compliant with the above Australian / New Zealand standards, please observe and follow the following. Failure to do so may render the intruder alarm system non compliant and may void any insurance policies and/or claims.

1. As required by the above standards, the intruder alarm system shall be tested and serviced by a licensed security equipment installer with a maintenance visit at intervals not less than;

☐ 6 Months ☐ 12 Months ☐ 24 Months ☐ Other _____

Please contact *Security Strategies* prior to this period to arrange a maintenance visit or sign up for routine maintenance visits.

2. Ensure that all users of the intruder alarm system have adequate knowledge and training in the operation of the system and, if applicable, control room procedures for their level of access and or use.
3. Ensure that the intruder alarm system is operated in a satisfactory manner in accordance with the manufactures user manual and any procedures agreed with *Security Strategies*
4. Ensure that, where practical, all detection devices, warning devices and communication paths are tested at intervals not exceeding one calendar month
5. Ensure that, if the intruder alarm system is faulty or unable to perform its designed function, *Security Strategies* is requested to return the system to comply with the standards listed above
6. Request *Security Strategies* to make appropriate changes to the intruder alarm system following any changes or alterations that could affect the operation or performance of the system

Insurance companies requiring you to have an alarm system, or were it has been noted on the insurance policy that there is an alarm system, it shall comply to the above Australian standards, failure to have the system regularly checked and the above requirements, the system may not comply, and an insurance claim may be refused.

I _____ (customers name) from _____ (address) confirm that;

- I am the client listed above or authorized directly by the client to accept these conditions on behalf of the client.
- I have read and understand the limitations of an alarm system listed above.
- I have read and understand the clients responsibilities listed above.
- The alarm system is fully operational and has been tested in my presence.
- I have been sufficiently trained to operate the alarm system and I am competent to train other users in its use.
- I will test the alarm system as indicated by *Security Strategies* and the alarm manufacturer's user manual, not less than once per calendar month.
- I will notify *Security Strategies* in writing immediately of any changes to the premises or alarm system that may affect its proper operation or changes to contacts, contact phone numbers, business hours if applicable, response procedures etc.

_____ (customers signature) Date: ____/____/20____