

## Company Profile

Harris Security Installations are protecting homes and businesses to the highest standards and are currently one of Leinsters leading security providers.

We are providing Security Systems all over Ireland including frequent services Dublin, Meath, Cavan, Kildare, Wicklow, Wexford to name a few.

Our head office is located in Drumree just outside Dunshaughlin Co Meath.

As each customer has individual requirements, each system installed by Harris Security Installations is designed to provide the most efficient practical protection possible taking into account all vulnerable areas.

As the years have progressed the level of sophistication required in security systems has increased dramatically. Harris Security Installations can install a system to meet your everyday needs.

We have all the security you need to give you total peace of mind with numerous Intruder / Tamper notification options.

We provide the highest quality and best value Intruder Alarm Systems, CCTV Systems, Intercom systems, Access Control, Fire Alarms, Security Barriers, Gate Automation systems, Smoke Cloaks and Security Floodlighting,

We have a dedicated Monitoring Centre ready 24 hours a day to take action when a monitored Alarm has been activated. We can also supply customers with details of our professional keyholding services.

Harris Security Installations can also offer annual maintenance contract and Emergency and after hours service on all our products and services.

Harris Security Installations is a member of the Irish Security Industry Association and is complete with NSAI and SR40 standards.

Harris Security Installations are also member of the PSA and are C2 Registered.

Monitoring service will include 24 hour monitoring of the Fire and Intruder Alarm System through Harris Alarm Control 24. Harris Alarm Control 24 has a dedicated number – 01 2923723 that is answered 24 hours a day by our professional security monitoring team. Unlike other monitoring stations it is not outsourced to another company after hours. Our staff is fully trained and waiting to assist 365 days a year providing you with additional security and peace of mind because it ensures immediate action is taken when the alarm is activated.

### What events can be monitored?

Harris Alarm Control 24 can provide monitoring for a wide range of events including:

- Burglary/Intruder Detection – When unauthorised access is detected.
- Duress/Medical Activation – Activated from a fixed button, a pendant being worn by you or a loved one, or from the code pad.
- Smoke/Fire Detection – Activated by smoke/fire when smoke detectors are linked to your security system.



### How does the monitoring process work?

- If the intruder alarm system is activated, the monitoring station is notified and will respond to the alarm.
- The monitoring station can identify the location of the alarm activation and determine if there are multiple activations.
- If one sensor is activated the monitoring station will contact you or your nominated contact person/s (progressively working their way through your list of nominated contacts) to advise you of the situation.
- If the alarm detects multiple activations the monitoring station will immediately notify the appropriate emergency service and you or your nominated contact person/s.

### What if I just want to test my Intruder Alarm System?

By calling the monitoring station in advance on 01 2923723 and requesting that they put your system into a "test" mode, you can activate the system and then test any feature. The representatives in the monitoring Station will be happy to inform you about the signal they received and where it came from. (Stickers with this dedicated phone number will be provided to all shops)



### What if I accidentally set off my alarm system?

Alarm company representatives will call you immediately upon receiving any signal. When you answer the phone, they will identify themselves and ask you to do the same. They will not dispatch the police to your home if you simply tell them your secret Password/ Code which is set up by you when the Alarm is originally connected to the Monitoring Station.

### What if I am currently under an alarm-monitoring contract?

If you have an existing monitoring agreement with another provider, you may have to wait until it expires. As soon as you are invoiced by the old monitoring company call Harris Security Installations Immediately and we will organize the changeover. We do not hold customer down to a contract. We trust that they will receive a satisfactory service and that is enough for us to keep our customer base.

## Why use Harris Security Installations monitoring service Harris Alarm Control 24?

- Local based monitoring service – no calls outsourced after hours
- Immediate action to your alarm being triggered.
- Access to emergency services – Garda, fire or ambulance, via monitoring station.
- Ability to monitor smoke detectors, providing further peace of mind.
- Usually customers get a discount on their insurance when they are monitored.
- Numerous report options available eg Open & Close reports or standard activation reports.
- No fixed Contracts and a guarantee of no fee increase for at least the first 3 years.

As part of our standard monitoring service you will also receive a report upon each shops activation - this can be submitted on a daily/weekly basis or per event. Choice is yours -See sample reports below.

This report will include all Fire Alarm tests that are connected through the Intruder Alarm system to Harris Alarm Control 24. However please note that staff will have to perform a 'live' test as in set the bells off with the BGU or directly from the Panel. If staff press the 'evacuate' button the signal will not trip the Digi and therefore not go through to the monitoring station. This is a Manufactory setting and cannot be altered. It is just something for you to be aware if you are checking the reports for tests done.

Any faults or false alarms will also be highlighted in the report allowing you to investigate immediately with your relevant maintainer.

Open/Close reports are also available upon request as we don't send these out as standard. These reports will provide you with the details of the shop first opening and closing and will highlight any unusual access.

We understand that some shops currently have different contract dates and commitments which we can work around to best suit you and your budget timing to either bring them all in together or spread them out throughout each quarter.

Harris Security does not believe in holding customers to a contract. We firmly believe the value and service we offer speaks for itself.

## REPORT EXAMPLES

### Intruder Report

AXXXXXXX CRECHE ( v ) XXXX  
61 LOWER XXX ROAD Phone:  
XXX0000  
XXXXXXXXXXXX  
DUBLIN 14

Date and Time, Zone and Restore Time

Event ,Actions Taken, Completion Time and Operator

02/02/2010 19:05:22 8 02/02 19:26 **Intruder**

02/02/2010 19:05:22 Intruder A:1 Z:Pir cabin(8)

02/02/2010 19:07:08 Actioned K1 ANXXXX XXXXXXXX(Contact Answered) JL

02/02/2010 19:07:28 KH1 ADVISED AND WILL ATTEND JL  
02/02/2010 19:07:46 KH1 JL  
02/02/2010 19:07:46 Operator Closed (Opr) JL  
Tue 02/02/2010 19:05:25 8 Intruder  
02/02/2010 19:42:42 8 02/02 19:51 Intruder K1 02/02/2010 19:46:40  
02/02/2010 19:42:42 Intruder A:1 Z:Pir cabin(8)  
02/02/2010 19:44:18 Actioned K1 ANXXXX XXXXXXXXXX(Contact Answered) JL  
02/02/2010 19:45:19 KH1 ADVISED AND WILL CHECK IT OUT . WILL RING HARRIS TO INHIBIT ZONE JL  
02/02/2010 19:46:40 KH1 ADVISED JL  
02/02/2010 19:46:40 Operator Closed (Opr) JL

#### Fire Report

MR RAYMOND XXXX (v) 0X0X  
12 XXXXXXXXX PARK Phone: XXXXXXXX  
SANXXXXXX  
DUBLIN X

Date and Time, Zone and Restore Time  
Event ,Actions Taken, Completion Time and Operator  
04/07/2009 13:21:07 8 04/07 13:21 **Fire**  
04/07/2009 13:21:07 Fire A:1 Z:smoke detecto(8)  
04/07/2009 13:23:58 Actioned S1 Site(Contact Answered) BW  
04/07/2009 13:24:05 ACCIDENTAL ALARM CORRECT CODE QUOTED BW  
04/07/2009 13:24:14 ACCIDENTAL ALARM CORRECT CODE QUOTED BW  
04/07/2009 13:24:14 Operator Closed (Opr) BW

#### Panic Report

XXXXXX PHARMACY (v) XXXX  
MAIN STREET Phone: 45XXXXXX  
SAXXXXX  
CO DUBLIN

Date and Time, Zone and Restore Time  
Event ,Actions Taken, Completion Time and Operator  
11/12/2009 09:32:46 4 11/12 10:36 **Personal Attack**  
11/12/2009 09:32:46 Personal Attack A:1 Z:panic buttons(4)  
11/12/2009 09:33:44 Actioned P1 HARCOURT SQUARE GARDA(Contact Answered) JL  
11/12/2009 09:33:55 Pol Ref: garda advised JL  
11/12/2009 09:33:59 Alarm Suspended Until 10:03 on 11 December, 2009 JL  
11/12/2009 10:05:18 Actioned S1 Site(Contact Answered) JL  
11/12/2009 10:07:00 Cust Ref: Alarm Cancelled by BRXXXXXXX (Gen. Password) JL  
11/12/2009 10:07:00 WHERE HELD UP GARDA ATTENDED JL  
11/12/2009 10:07:08 Alarm Closed Gardai still on site (Cus) JL

#### No Signal

COUGHLAN XXXXXXXXL & XXX (V)  
0XXX  
DRUXXXXXXXXX Phone: XXXXXXXX  
CO MEATH

Date and Time, Zone and Restore Time  
Event ,Actions Taken, Completion Time and Operator  
07/02/2010 03:08:30 Trans Test O`due (I) 07/02/2010 03:08:53  
07/02/2010 03:08:53 **MISSING TEST** F.A.O ALARM COMPANY MANUAL SENT PSM  
07/02/2010 03:08:53 Operator Closed (Opr) PSM

If you want to discuss any of the above please call Paul directly on 087 9522223

