

Bosch 3000 Code pad

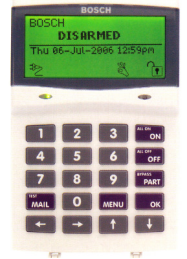
# ASA Security Alarms

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Bosch 6000 Code pad

## Some of Our Most Frequently Asked Questions (0320)

### Q. Is the alarm system easy to operate?

Yes, very easy. It takes only the press on one button on the code pad to turn the system **ON**. A 30 - 45 second exit delay will give ample time to leave the property before the alarm becomes active (turns ON).

Most customers rarely use the code pad as you can use the remote controls to turn the alarm ON and OFF. You can still use the code pad and enter your four digit code and press the "OFF" or "AWAY" button (depending on the model of the system) to turn the system off when coming home. Our technician will show you all these very simple features.

You only have to enter the code when you are entering the home, not when leaving. To arm when leaving you use the quick arm feature which does not require the code.

When going to bed, you simply press the "part" button on the 6000 model or the "stay" button on the 3000 model. If you would like to use the night mode, the technician when installing your system will set the alarm up so at night you can have the option of having some detectors on and some off.

The large easy to read buttons are also backlit at night so they are easy to see and feel at all times.

**Remotes.** If you would like to operate the alarm from a remote control, you simply press one button to turn the alarm on and one button to turn the alarm off. The remote controls will work from anywhere within the property providing you are close to the house including the front and rear yards of a standard suburban property. You can also use the remote fob to activate "PART" (home with alarm on) partial mode.

Your remote can be placed on your key ring, in your purse or beside the bed.

You can also use the remote control button for a panic / emergency button by simply pressing two buttons simultaneously. If you have remotes, you do not need to access the code pad when coming and going from the property. This makes it far easier especially if you have children or parcels in your arms. Very convenient!

### Q. If I arrive home without my remote, is there enough time to turn the alarm off?

Yes, our technician will program the alarm system to allow a comfortable time for you to enter the property and turn the alarm off if you do not use the remotes. You can have two entry detectors, perhaps the front door and that garage or hallway might be set up as entry detectors. Entry detectors allow a short delay so you can access the code pad before the alarm goes off. Non entry detectors will set the alarm off instantly when they detect an intruder.

### Q. How many detectors should I have?

This depends on the size of your house and what specific areas you would like to be protected. Most owners have four detectors in the house. The areas to protect are specific rooms and the open space areas where someone is likely to walk through.

A typical four bedroom house would have a detector in the master bedroom, one in the hallway, one in the lounge living area and one in the family room.

The spare or other bedrooms, the office and the garage are optional and are sometimes required for extra protection and peace of mind.

The number of detectors required is an individual choice and while we can give you options, it is your choice as to how many detectors you require to protect your family, your property and your valuables.



**Q. When turning the alarm on, should the doors and windows be closed throughout the property as well as the air conditioning turned off to prevent the movement of air in the alarmed areas?**

**Yes!** All rooms should have **all external windows & doors closed** as well, the air-conditioning should “preferably” be turned **OFF when the alarm is on** to prevent false alarms. You can experiment with air-conditioning turned on and will probably be OK provided the air does not cause movement in the house... moving curtains etc or if the system is blowing directly onto a detector.

**Q. Can I have some detectors on and some others off at different times?**

Yes, this is very easy to do via the code pad. You simply enter the detector numbers that you want OFF and then turn the alarm ON. The detectors that are turned Off will blink or illuminate to show you that they are not operating. To reset the alarm, simply turn the alarm off and you are back to normal. You can have your usual “night mode” programmed in by the technician and you can isolate any detectors (zones) yourself by simply following the instructions in the user guide. Ask us more about these options.

**Q. What happens if the power to the alarm fails?**

If the power to the alarm fails or is turned off accidentally or for any reason, the battery back-up will take over and the alarm will continue to operate normally for several or more hours until power is restored.

**Q. How long does the siren run for in an alarm event?**

The siren can be programmed for a specific time to suit your environment. We recommend only 1 or 2 minutes in a residential area and perhaps 5 minutes or more in a commercial or rural area.

**Do I need to have a special power point installed for the alarm?**

Usually NO ...but sometimes yes. If the technician cannot access a suitable power point for the alarm, he will ask you to arrange for a power point to be installed **at your cost**. Our technicians are not licensed to install power points. The technician may run a temporary lead until you have a suitable power point installed.

**Q. Can I self monitor or have the alarm system professionally monitored back to base?**

Yes you can either self monitor your alarm or have the alarm system professionally monitored back to base. Professional monitoring is currently \$44.00 per month over a 36 month term. Ask us more about this option.

For self monitoring, we can install a GSM communication device at an additional cost of \$385.00 (you will require a SIM card). If self monitored and you have an alarm event, this GSM device can send to your mobile phone either an alert tone if using the Bosch 3000 or an SMS if using the Bosch 6000 model via the mobile phone network. An APP can be installed if using the Bosch 6000 model so you can remotely arm and disarm the alarm system. An **ACTIVATED SIM card needs to be provided by you**.

There is also an additional smarter self monitoring option at \$180.00 per annum which allows remote arm and disarm as well as you receive “push” notifications direct to your phone in an alarm event. No SIM required and no SIM or call charges. Ask us more about your monitoring options.

**Q. I have a new NBN connection and a VOIP phone line, can the alarm use this connection?**

Not usually however check with your service provider to be sure. Usually a GSM device needs to be installed as mentioned above, this uses the mobile phone network and **an ACTIVATED SIM card needs to be provided by you**. Ask us more about this option.

**Q. Is there a Warranty included with the Bosch security system?**

Yes, 3 years on all parts except batteries which have 12 months warranty. Faulty components will be replaced free of charge except for batteries where a service call will be charged. Batteries can be replaced by the user.

**Q. Do you provide warning stickers?**

Yes, window stickers are available which we provide upon installation.

**If you have a question not listed here, please phone me. You can call me on 1300 799 200 - seven days**

**Phone Direct, Bob Pearce on 0408 799 200 - Office 1300 799 200**

**PLEASE SEE THE NEXT PAGE ABOUT INSTALLING YOUR ALARM SYSTEM**



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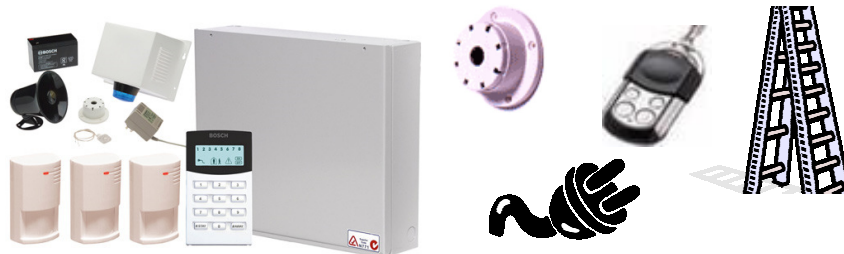
## Please Read This - About Your Alarm Installation

The installing technician is allocated up to several hours to install your security alarm system.

This time is usually sufficient to do the work however, as the installation process is of a complex and technical nature, we sometimes require an additional hour two to complete the installation.

The installation process requires wiring of the following components -

1. The Alarm Panel (PCB)
2. Power to the Alarm Panel
3. A Telephone line or GSM device
4. The Code Pad
5. Detectors (unless wireless)
6. The External Siren assembly
7. The Internal siren



Usually, these procedures while time consuming and technical, they are usually carried out within the time allocated without any problems whatsoever.

Sometimes, the technician encounters difficulties which cannot be determined until the work is actually commenced or in some cases, during the installation process. This can result in the installation requiring additional time to complete or the need for the technician to return a second time to complete the job.

The design of the house determines how the system must be installed, not the technician as he can only work with the physical parameters and limitations of the premises.

The main areas of difficulties are -

- Accessing the floor of the roof area (above the ceiling) if insulation is installed (such as Cool N Cosy) *Sprayed Insulation such as Cool N Cosy can usually mean it is near impossible for a technician to locate precise areas for cabling as cavities and existing wires are usually all covered. As well, if the roof timbers have all been covered over, it is again near impossible for the technician to be able to safely get through the roof areas as he cannot determine where to tread and safely navigate through the roof.*
- Accessing the main incoming phone line if there is a phone line at the premises
- Installing the detectors and the external siren box due to low and narrow roof access for cabling
- Access to wall cavities to run wires from the alarm panel to the various alarm components
- **Gaining access to a suitable power point** - sometimes a power point may need to be installed by a **licensed electrician at an additional cost.**
- If it is raining, accessing the roof externally and installing the external siren box. On rare occasions it is impossible to run wires to an external siren box.
- Two or three level homes & **Queenslanders** often require additional hours for the installation due to difficulties in being able to run cables. Our technician will discuss this with you if he has any difficulties.



As telephone lines that the alarm can use are being phased out, a GSM communications unit can be installed at an additional cost of \$385.00 and you will require a SIM card, we recommend an Aldi \$5 SIM card. Ask us more about this option. If self monitored, this system can send you an alert tone or an SMS (depending on the model of the alarm) in case of an alarm event. This alarm system can also communicate to a professional back to base monitoring control room.

We can sometimes use duct to run wires externally when wall cavities cannot be accessed. Duct is white, can be painted over, is usually unnoticeable and quite acceptable to most people when needed.

Some installation difficulties can necessitate the technician returning the following day or a few days later to complete the installation. If this happens, the technician will explain the situation and will make arrangements with you to complete the installation the following day or whenever he can return, usually within a few days.

While it is rare for installation problems, they can occur and if they do, the technician will discuss the problems with you to determine a satisfactory solution and will do everything possible to ensure the minimum of delay and inconvenience.

For any queries about installing your alarm, please phone Bob - 0408 799 200.

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