



## Alarm Owner F.A.Q

### Q. What are the different types of protection available with an Intruder Alarm?

**Perimeter Protection:** this type of protection comprises a mixture of devices to secure the perimeter of the protected house. Contacts can be fitted to external doors to detect the opening of the door. Contact Shock Sensors are a combination of a contact and an inertia (vibration) sensor and can be fitted to windows / patio doors to detect forced entry, glass breakage and also the opening of a door or window. The obvious advantage of this type of protection is that detection is normally signalled before an intruder enters the protected premises as opposed to Trap protection (see below) which will only activate when intruders trigger motion sensors when they are on the premises. The Contact Shock Sensor can detect someone trying to pry open a door or window as it measures vibration around where the device is fitted. A key advantage to Perimeter Protection is that the system can be fully armed while you are inside the premises thereby giving you complete peace of mind.

**Trap Protection:** this type of protection comprises Motion (PIR or PIR Camera) sensors within the protected premises to detect movement while the system is armed. This type of protection is ideal for a premises that is unoccupied for periods of time e.g. holiday home, small commercial premises. HKC have Pet Lense inserts for applications where there are animals in the house.

**Combination:** this method combines both perimeter and trap. In this solution the perimeter is protected by a mix of Contact and Contact Sensors covering all vulnerable doors and windows. Internally, strategically located motion sensors will detect and confirm intrusion. The Panel will allow the user to part set while in the premises and have peace of mind knowing that the perimeter is secure. Once the system is fully armed all internal motion sensors will become fully active. This is usually used when the premises is vacant.

### Q. What does each device / detector do?

- **Contact Sensor** Detects the opening of door / Window.
- **Contact / Shock** Detects forced opening / glass breaking
- **Motion Sensor** Detects movement
- **Motion / Camera** Detects movement and sends picture to App
- **Smoke Detector** Detects & sounds when smoke is detected.
- **Heat Detector** Detects & sounds when heat is detected.
- **Carbon Monoxide** Detects & sounds when carbon monoxide is detected. The alert is audible annunciation of at the Control Panel
- **Panic Button** In the event of duress, when pressed alarm activates
- **Proximity Tag** used to Arm / Disarm system.
- **Key Fob** Used to Arm / Disarm system and can also act as Panic Button.
- **Siren** Sounds & flashes in the event of activation

### **Q How does self-monitoring work**

The HKC App and SecureComm Cloud have changed how home and business owners manage and monitor their security systems today. The App, designed by our in-house research & development team, gives peace of mind and complete control from any location.

The App is available for all smart phones operating platforms and downloadable from the relevant App Store.

It is extremely easy to use and will allow alarm users to carry out multiple functions from any location including setting, un-setting, checking log activity as well as managing alarms and alerts.

An alarm or alert is transmitted to the smartphone both audibly and in text form as a notification. The notification will indicate the sensor that triggered the alarm and the time of the alarm. The alarm user can use the App to re-set the alarm in the even it is a false alarm or alternatively carry out the necessary response.

If the system is configured with wired outputs the App can be used to turn on lights or central heating.

### **Q. Do HKC install or employ companies to fit their equipment?**

No, HKC are a manufacturer and Alarm Installers are independent companies that chose to use HKC Equipment.

As a manufacturer we advise that our equipment is only installed and maintained by a Licensed Alarm installation company.

### **Q Can I buy HKC equipment on-line**

No, HKC equipment is for installation by professional licenced installers. A listing of all PSA Licenced installers is available of the Private Security Authority Website [www.psa.gov.ie](http://www.psa.gov.ie)

### **Q. Where can I find a list of Licenced Installers?**

The Private Security Authority are the regulators of the security industry in Ireland. There website [www.psa.gov.ie](http://www.psa.gov.ie) contains a listing of all Licenced installers in Ireland.

### **Q I want to buy a back-up battery**

HKC strongly advise that all maintenance of your system is carried out by a PSA Licenced Installer