Alarm Owner F.A.Q

Q: Can HKC provide me with a quote to install an alarm?

No, we are a manufacturer however any professionally licenced alarm installer will be able to supply, fit & maintain HKC equipment based on your particular security needs. To find a licenced installer please follow the link to the Private Security Authority website www.psa.gov.ie

Q: Who can service/upgrade my alarm?

We recommend that you enlist the service of a licenced alarm installer who can provide this service to you. To find a licenced installer please follow the link to the Private Security Authority website www.psa.gov.ie

Q: What should I do if my original alarm installer is no longer available?

In circumstances where you cannot make contact with the original alarm installer, you can chose to enlist the service of any professionally licenced alarm installer who will be familiar with HKC equipment. . To find a licenced installer please follow the link to the Private Security Authority website www.psa.gov.ie

Q: I want to change the code on my alarm? Can HKC help with this?

A: Unfortunately not, HKC are a manufactured and cannot provide this service. In order to protect the integrity of your security system the user code can only be changed in the engineer menu, therefore you will need to contact your professional alarm installer who can assist you in this matter or any licenced alarm installer.

Q: I've just purchased/moved into a property and there is a HKC alarm already installed, how can I get it working?

As HKC equipment is strictly for professional installers your options are as follows:

- Attempt to make contact with the original alarm installer who can assist you in this instance. The name of the company is usually on the key pad or control panel or on the bell-box mounted on the exterior wall of the property. (Tenants should contact their landlord for further information).

- If you cannot locate the original installer we recommend you select a licenced installer. Please follow the link to the Private Security Authority website www.psa.gov.ie

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

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

The Private Security Authority are the regulators of the security industry in Ireland. Their website 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

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.