



# HOME SECURITY SYSTEMS

## Primary Areas of Consideration

When making a determination on *“Whether to”* and *“How to”* install a Residential Security System, there are a number of factors to consider prior to final purchase and installation decisions. This bulletin provides a general outline covering those subject matter related areas of consideration.

### THE SECURITY EQUIPMENT/ALARM COMPANY:

#### Does the company conduct an on-site home security systems equipment survey?

Note: such surveys are not to be confused with comprehensive residential security assessments

- Are survey reports provided at no cost to the homeowner?
- Is it itemized by system, equipment, location, quantity, operation and cost?
- Does the survey report also identify system locations/type on general floor plans?
- Does it incorporate both basic and advanced (i.e. environment-comprehensive) systems?
- Does it appropriately incorporate interior and exterior security lighting systems?
- Are motion-sensitive, sound-sensitive, time-sensitive (i.e. automatic), and manual interior/exterior security lighting systems appropriately utilized?
- Does the survey report delineate the design, purpose, and goal of specified systems?
- Does the survey report delineate the limitations and deficiencies of specified systems?

#### Does the companies reputation indicate reliability and quality of service?

- How long has the company been in business and is it properly licensed?
- Does the company provide you with client references?
- What is the related experience of your company sales person/contact?
- Have you contacted the Better Business Bureau ([www.bbb.org](http://www.bbb.org)) for consumer information and ratings on individual companies?
- Are preliminary and routine background investigations conducted on company employees?
- What are the documented qualifications/credentials of their system installers (who must have graduated from a 4-year accredited college/university with a minimum of 36-months experience)?
- Does the company specialize in home security systems equipment installation?
- Is the company located within close/convenient proximity, have full-time and/or sub-contractors on staff, and are available after-hours for emergency and warranty servicing?

#### Does the company provide 24-hour central station alarm monitoring?

- What are the qualifications of monitoring personnel and supervisors?
- What communication systems do they utilize?
- Where are the alarms being monitored from?
- Is a proprietary guard service used to respond to alarms?
- Is the local police/sheriff's department contacted for response?
- Is there a service charge for responding to alarms?
- Is there a service charge for false alarms (to include equipment malfunctions)?
- Does the system provide for contiguous remote (central station) and local (on-site) monitoring?
- If the alarm system is activated will it automatically reset to alarm mode?
- Is the monitoring system hard-wired and/or battery-powered?
- Does the system have an uninterruptible power source (UPS)?

**SYSTEMS EQUIPMENT:**

- Is the equipment approved by the Underwriters Laboratory (U.L.)?
- Will the systems equipment sound an alarm if tampered with?
- Are systems hardware protected from climate and crime inherent elements?
- Does the system provide for over-ride sequencing?

**SYSTEMS WARRANTY and SERVICING CONTRACTS:**

- Are warranty and service contracts factory and/or company issued?
- Does the company provide annual equipment servicing/testing? And if so, at what added cost?
- What is the maximum length of time as guaranteed by the company to service and/or replace systems equipment?
- What is the length of warranty and/or service duration for specified equipment?
- What is covered in it's entirety and in part by the warranty/servicing contracts?
- If equipment needs to be replaced what is the estimated replacement time?
- Does the company install temporary equipment until a system replacement item is installed?

**PERSONAL/PROFESSIONAL CONSIDERATIONS:**

- Are you most concerned about security while at home? or away from home?
- How vulnerable does the space (interior) and landscaping/area environment (exterior) design/layout of your home make you and other family members?
- Are you more security conscious when in or outside certain areas of your home?
- Are you more security conscious during certain times of the day and night?
- Are you more security conscious because of your past/present occupation?
- Do you review neighborhood crime statistics to assess and determine security needs/benefits?
- Do you participate in a law enforcement organized neighborhood watch program?
- Does your residence allow guests, visitors, and others to see unimpeded into your home?
- Does your surrounding landscaping and area environment obscure/hide entrances into your home?
- Do you want your home security system to be alarmed/monitored at your home, central station, office, or all locations?
- Have you had a residential security assessment conducted of your residence?
- Did the residential security assessment incorporate the essential elements of protective, threat/risk, and vulnerability analysis and assessment?
- Did the residential security assessment note the appropriate counter-measures and incident mitigation strategies?

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