



Safety procedures

FOR SECURITY SYSTEMS CONNECTED TO
24/7 MONITORING SERVICES



Who do I contact if I have questions or problems?

WHO TO CONTACT IN CASE OF:	PROTECTAS TECHNOLOGY	PROTECTAS
Administrative matters	✓	
Questions about billing / accounting	✓	
Technical questions / issues	✓	
Announcement of works which may trigger alarms By e-mail at least 1 working day in advance		✓
Power cuts By e-mail at least 1 working day in advance	✓	✓
Notification of absence By e-mail at least 1 working day in advance		✓
Incorrect handling		✓
Change of contact persons and password By e-mail or at my.protectastechnology.com at least 1 working day before	✓	✓

PROTECTAS TECHNOLOGY

Contract administration and technical system management.

☎ 058 123 04 50

✉ admin.technology@protectas.com

PROTECTAS

Alarm management and security guard monitoring.

Security Operation Center Geneva

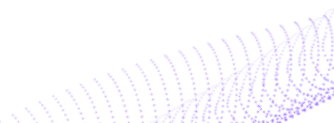
☎ 058 123 02 00

✉ soc.ge@protectas.com

Security Operation Center Zurich

☎ 058 123 03 00

✉ soc.zh@protectas.com





Activation with Protectas

CUSTOMER DATA FORM

Transmission of contact details and passwords. Without this document, Protectas cannot process alarms.

- Back-up number(s) in case of alarm: please indicate at least 2 people, including 1 mobile number.
- Contact persons in the event of a problem: these persons may be identical to those listed in the counter-call list. However, these people must be able to travel to the secure site and make decisions in the event of problems or a proven break-in.
- Password: a general password can be specified (pt. 7), which will be identical for all persons on the form when Protectas identifies them. If you wish to assign a different password to a particular person, please indicate this in the box next to the person's name.

N.B.: If during the callback the person provides an incorrect name or password, the monitoring center will disregard the information, follow the established instructions, and the intervention will be initiated.



Form available at my.protectastechnology.com

KEY RETRIEVAL FORM

Transfer of the key(s) to a secure location at Protectas so the responding officer can access them for indoor inspections.

- If you do not wish to entrust us with your keys, please check the option on the form
- You also have the option of having a secure key box on your site to which responding officers has access to



Form available at my.protectastechnology.com

MODIFICATION OF CONTACT DETAILS IN CASE OF ALARM AND/OR CHANGE OF ACCESS KEYS

The client must promptly inform the relevant services of any changes to ensure the proper execution of any intervention.

- Contact Protectas Technology to obtain the necessary forms or visit the 'Customer Service' section on our website.
- In case of a key exchange, please check the box "Please return the old ones" to avoid handling errors.



Form available at my.protectastechnology.com





TRIGGERED ALARM

Incorrect handling:

- Contact and identify yourself to Protectas to avoid an unnecessary intervention.
- To stop the alarm, enter the correct code.

Technical issue:

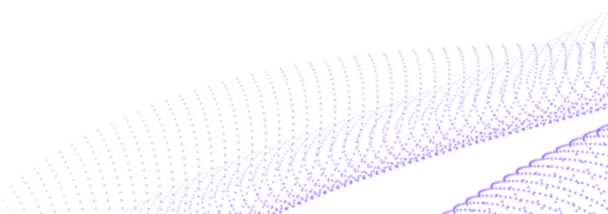
- Contact Protectas Technology to schedule an appointment with a technician for a system check. Don't wait!
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WORK / POWER OUTAGES

- Contact Protectas Technology to inform them of the date and duration of the work and to check whether a technician's intervention is necessary.
 - Contact Protectas to inform them of the date and duration of the work and whether any specific instructions need to be applied during this period.
 - Make sure the control panel remains plugged into a power outlet at all times.
-

MOVING

Please contact Protectas Technology and provide the moving date at least one month in advance.

- An offer will be prepared for the dismantling of the system at the old address, reinstallation and configuration at the new address, as well as updating your file.
 - Once the signed offer is returned, the technical service will contact you to schedule an appointment.
 - Update your contact details and send the new keys using the forms to Protectas so your file is up to date with the Protectas monitoring and intervention services.
 - You can request the forms from Protectas Technology or find them on our website under the 'Customer Service' section.
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ABSENCES & TEMPORARY INSTRUCTIONS

Please contact Protectas at least 1 working day before your departure and provide the following information:

- Approximate date and time of departure, and approximate date and time of return
 - Any specific instructions to be applied during this period (e.g. different contact person, direct intervention in case of an alarm, etc.)
-

TECHNICAL INSPECTION

The technical service receives various alerts on a daily basis, such as low battery warnings, weak backup batteries, or transmission failures.

- The technical team will contact you to schedule an appointment to replace the batteries/backup units or check the transmissions.
 - Once the fault appears, batteries have a maximum lifespan of 7 days.
 - Backup batteries (accumulators) have a maximum lifespan of 3 days. After this period, the system shuts down!
 - To avoid failures during the client's absence, a technical inspection with a full replacement of batteries and the backup battery is carried out every 1.5 to 3 years, depending on the system's usage.
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KEYPAD USE

Please refer to the user manual you received during installation for any modification, deletion or addition of a user code/badge. If you cannot find it, Protectas Technology will send you a new one.

Duress code

This is a code to be used if you are forced to disarm your alarm under threat. This code is obtained by adding 1 to the last digit of your normal code.

For example :

Code 1324 = duress code: 1325

Code 6879 = duress code: 6870

For this reason, do not create consecutive user codes.





Got a question? Have a problem? Please contact us!

INTEGRATOR

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Rue de Genève 70
1004 Lausanne, Switzerland
058 123 04 50

MONITORING CENTER


Protectas SA

Security Operation Center Geneva

058 123 02 00
soc.ge@protectas.com

Security Operation Center Zurich

058 123 03 00
soc.zh@protectas.com

A decorative graphic consisting of a series of overlapping, wavy lines made of small blue dots, creating a sense of motion and depth. It spans across the bottom half of the page.

**Don't forget,
you're not alone!**