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ELECT PROTECT RESPONSE (PTY)LTD t/a



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IMPORTANT NOTICE

BREAK-INS THROUGH ROOF INCREASING

More and more break-ins are occurring through roofs, whereby the suspects disable the alarm system, and damage the transmitter responsible for sending the signals to our control centre.

As technology is progressing, the methods of breaking in are also getting more advanced, and for this reason the way of installing an alarm system and the technology used must be adapted and updated.

We strongly advise the following:

1. If your system was installed in such a way that the control panel and/or transmitter (radio) is not at least 1.5 meter below the ceiling (concrete ceiling excluded), the panel and/or radio must be moved to at least 1.5 meter below the ceiling.
2. If the control panel and/or radio was installed within 1.5 meters of a window, same must also be moved away.
3. The control panel, radio and keypad must be protected by a passive.
4. The radio to be installed in a tamper protected metal box.

SMASH AND GRAB

Most undetected burglaries are due to smash and grab incidents, or due to the under protection of the premises.

We strongly advise the following:

1. The installation of glass break detectors and other suitable detection equipment.
2. The installation of perimeter protection.

Contact us on 0861 692 195 to arrange for a quotation!!

POWER FAILURE and BATTERY LOW SIGNALS

As from **1 July 2011**, EPR will only communicate these signals to customers via an automated SMS system. Please ensure that when you receive a power failure SMS from EPR that you check the power supply of the alarm system, and all circuit breakers on the main distribution board in your premises.

Area power failures will only be communicated as a power failure signal.

Should you receive a battery low signal, please make sure that you contact our technical department during business hours in order to schedule a booking so that the battery may be checked.

OPEN AND CLOSING SIGNALS

Where the opening and closing signals of business are monitored please note that should the times provided in the agreement vary with more than 30 minutes from the actual times over a period of 14 (fourteen) days, EPR will accept that the times were provided incorrectly, alternatively that the opening and closing times have changed. EPR will proceed to alter these times to the actual times.

We strongly advise the following:

Open and closing signals must be monitored with a separate and additional GSM modem, and not with the same transmitter as the emergency signals.

TEST YOUR ALARM

It is important and YOUR responsibility to test your alarm system at least once a month. This must be done by contacting our control centre during off-peak periods (10:00 to 16:00 and 19:00 to 22:00), who will then direct all test signals to your cell phone. Should you not receive any signals, please inform the control centre or our technical department immediately!

CORRECT PROCEDURES

We request all customers not to make any requests or provide any instructions directly to reaction officers or technicians. All communications regarding instructions or technical requests must be made **directly to our offices**. This way we can keep track of your request and/or instructions.

FOLLOW US ON FACEBOOK



Epr West Rand

Please ensure that we have your correct contact details and that of your key holders!!