



**OTTAWA POLICE SERVICE**  
**SERVICE DE POLICE D'OTTAWA**

*Working together for a safer community*  
*La sécurité de notre communauté, un travail d'équipe*

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## TIPS ON BUYING ALARM SYSTEMS

### DO:

- Obtain at least three estimates and compare the equipment - part for part, sensor for sensor.
- Determine whether estimates are for purchase, rental, or lease to purchase.
- Find out how the system is monitored. What is the duration of the monitoring contract and does it include service charges? Where is the monitoring system?
- Ask for credentials of the sales representative. There tends to be a higher turnover rate of sales reps in the alarm industry.
- Find out what the alarm company's policy is on verification. Does the company phone the residence when it receives an alarm?
- Enquire if the supplier carries liability insurance (\$1 million is the accepted minimum).
- Find out the warranty period and what is covered.
- Find out if the equipment is approved by the Underwriters' Laboratory of Canada, the Canadian Standards Association, and the federal Department of Communication.
- Get a detailed list of what equipment is being installed.
- Check references.
- Make sure the system comes with proper documentation and instructions.
- Ask who is actually installing the system. In smaller companies, the person selling the system may subcontract the labour and the monitoring of two different companies.
- Be cautious in dealing with one or two person operations who do not have enough insurance.

### DO NOT:

- Be pressured by scare tactics and sales gimmicks.
- Let the system be connected into your phone line unless you have a Bell Canada approved installation of a special alarm jack.



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