

NATURES VALLEY SECURITY

RECOMMENDATIONS FOR TESTING ALARM SYSTEMS

SELF-ACTIVATED ALARMS (PANIC, FIRE, MEDICAL)

When a PANIC alarm is activated, ADT armed response should respond without delay.

The PANIC alarm button is marked "P" on the alarm panel. To ensure that the PANIC alarm is functioning, it should be tested by the owner on a regular basis (say once a month). To do this, ADT must be contacted on 044 533 1775 during office hours (Monday to Friday) and 086 121 2340 after hours, to advise that you will be testing the PANIC alarm. Have your account number and password available to prove your identity. The Control Centre will contact you to advise whether the signal was received. If you have not advised them of your intention to test the PANIC alarm, they will despatch the armed response vehicle. False PANIC alarms should be avoided if possible, so that it is always regarded as an emergency.

All alarm panels are also provided with buttons for "FIRE emergency" (F) and "MEDICAL emergency" (M). Using these buttons allows ADT to contact the relevant emergency service as soon as the alarm is received. They can be tested at the same time as the PANIC button and should be treated with the same degree of importance by the user (ie do not press unless there is a real emergency or arrangements have been made to test).

AUTOMATIC ACCESS ALARMS

When a normal, ACCESS alarm is activated in your home, Fidelity-ADT will always phone to establish whether it is an accidental alarm or not. If you reply to the call and are able to answer their security questions, they will not necessarily despatch the response vehicle but will always do so if requested to, or if their telephone call is not answered satisfactorily. If ADT do not respond to an Access Alarm or an Emergency Alarm, please inform Fidelity-ADT about the incident immediately at their emergency number 0861212340.

All your alarms can be tested for functionality during one test session. Put it in your diary.

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