

Dear Valued Customers,

Re: Support For Customer Transmission Service

Thank you for choosing SECOM as your security service provider.

Upon happening of below stated events, please inform our Customer Care Consultants in advance:

- Received power supply suspension or maintenance notice
- Update or make change on the regular Arm / Disarm schedule (include weekdays, weekends, and public holidays)
**This event applies to customers who have joined SECOM Full-Monitoring Service
- Update your emergency contact or keyholder's contact information (include contact person, email address, phone no.)
- Renovation at monitoring site or nearby premises
- Update your verification code
- Change or maintenance of the telephone line which connected to alarm system
- Planning to be away from your premises / Hong Kong for a period of time or taking a vacation leave
- Update or make change on the alarm dispatch procedure

False Alarms can be caused by a variety of factors such as mishandling, insects, or dust. Below tips can help to minimize the occurrence of false alarms:

- Maintain stabilized power supply to the alarm system; avoid using power supply extension cord; do not turn off the power supply switch located in the power control box.
- Alarm system is connecting to the telephone line as a medium to deliver signals, please avoid canceling telephone line service or changing telephone service provider, otherwise signals cannot be delivered as normal. For customers using GSM services**, please ensure the GSM SIM cards have sufficient value to keep service running.
**SECOM provides GSM wireless cellular communication service with promotional plan. The GSM cellular transmitter is typically designed to backup and report the events from alarm panel to SECOM Control Monitoring Station when phone line problem is detected. You can contact our Sales Rep. or Customer Care Consultant for more information.
- When the system displays the sensor with low battery status, please replace the battery as soon as possible (this applies to customers using wireless devices).
- Before arming the system, please ensure all doors and windows are closed, and air-conditioners are turned off. After arming the system, please leave the monitoring site within the delay time.
- Please disarm the system immediately or within the delay time when entering the monitoring site.
- Avoid installing or hanging objects such as ad-board or decorations in the ceiling of monitoring site, and keep the pets, insects, or rats away from the monitoring site when system is at armed status.
- Infrared sensor sensitivity is affected by dust. Please clean the sensors often to maintain the best condition. Please use dry cloth to clean the sensors surface and spray insecticide around them regularly to keep insects away. Please DO NOT spray insecticide directly on the sensor surface.
- Avoid joint or broken wall as it cannot hold doors or windows in a proper position. Also, wide space of gap on window or door may cause circulation of wind getting into premises, causing movements of some lightweight objects and triggering false alarm.
- Avoid placing fax machine in the infrared sensor monitoring zone.

Maintenance Service Hours:

Mon - Fri : 9:00am – 5:00pm

Sat : 9:00am – 1:00pm

* Non-Office Hours, Sundays, public holidays and any emergency call requests, which require immediate on-site service, additional fees will be charged. (Except customer with emergency call plans)

We hope the above contents are helpful and informative. Should you have any enquiry or need assistance, please call +852 2155 0222
Our Customer Care Consultants can be reached 24 hours a day, 7 days a week.